

## Appendix 2 - Manufacturers Computer Equipment Take Back Schemes

### ACER

- No take back scheme operating at present and no plans to introduce one in the future.

### Apple

- Unable to locate any information to suggest that such a scheme exists. Could not identify a suitable contact from the website, no response to query sent through the corporate feedback link.

### Dell

- Will collect redundant equipment of any brand from a mutually agreeable location and will refurbish if possible. Where equipment is refurbished the business has the option to authorise Dell to remarket and return value to the business, donate the equipment on the behalf of the business or administer an employee purchase scheme.
- Dell guarantee that any equipment is disposed of in an environmentally responsible manner.
- Four programmes for IT disposal are offered:
  - Profit share - the redundant equipment from the business will be resold and the proceeds shared between Dell and the seller.
  - Guaranteed price - offers the business a guaranteed price for their redundant equipment prior to removal assuming all equipment is in working order.
  - Chargeable disposal - environmentally sound disposal handled by Dell for which the business is charged at cost price.
  - Social programme - equipment is fully refurbished and donated to schools, charitable organisations etc of the business' choice.

### Hewlett-Packard

- HP operate a Take-Back Service Hotline where an HP Take-Back Set can be ordered for £35 - if a return box is required then the price rises to £45. The return box can be filled to a maximum weight of 30kg.
- The HP preferred recycling partner who will send the set and arrange courier collection then raises an invoice.
- The service covers HP and all other brands of computer equipment.
- If more than 30kg of equipment or several items are to be disposed of then HP will quote a price dependent on volumes.
- HP will not assume any responsibility for data contained on the machines.

## IBM

- IBM does operate a Product Take-Back programme and will arrange transport and treatment of products by an approved IBM vendor.
- The customer must meet transport costs.
- Treatment of equipment is free of charge.

## Time

- Does not operate a take-back scheme but are planning to introduce one in the near future. In the meantime recommends that customers make use of schemes provided by local authorities.

## Toshiba

- Does operate a take-back scheme with the option to either resell or recycle equipment.
- Toshiba will ensure that all data is erased from machines to government-approved standards.
- No information given on costs.