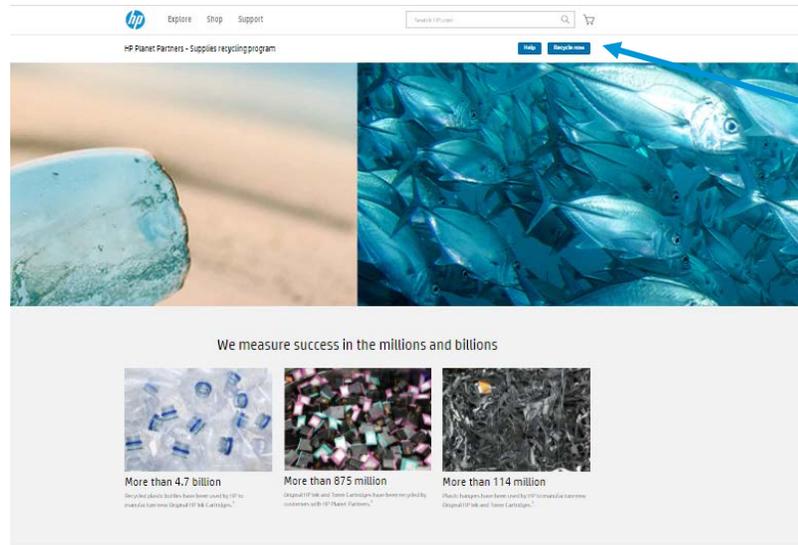


HP Planet Partners program

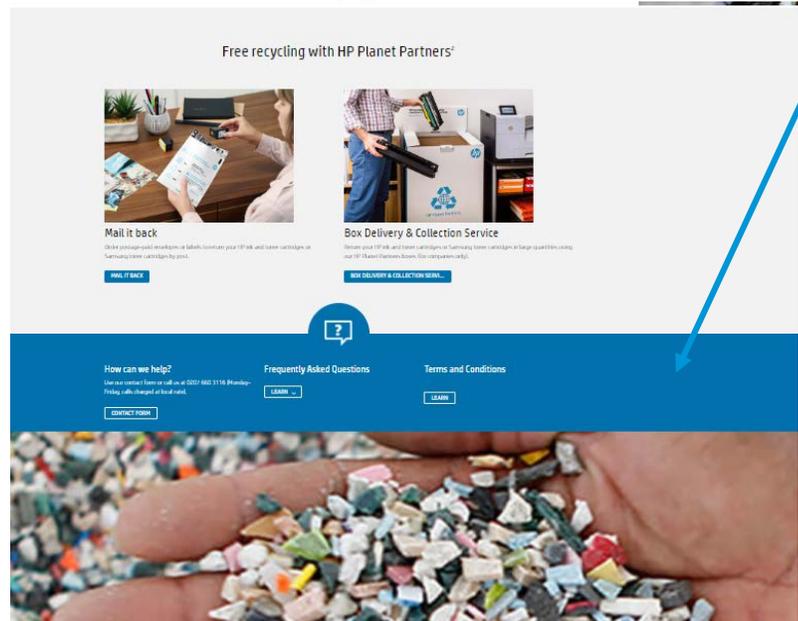
Ordering process - Bulk collections

October 2020





Step 1. Go to hp.com/go/hprecycle. Click on the blue button “Recycle now” or go down to “Free recycling with HP Planet Partners” and select your option “Mail it back” or “Box delivery & collection services” (depending of the availability in your country)



HP Planet Partners

Recycle Help [Sign in / Register](#)

Get started Shipping & packaging Address Summary Order completed

BOX DELIVERY & COLLECTION SERVICE

What do you want to recycle?

Select the type(s) of cartridge(s) that you want to recycle.

HP Graphics & 3D cartridges and printheads

HP Ink cartridges and printheads

Step 2.1. Registration is now mandatory. Select “Register for HP Planet Partners” in the bottom of the page.

HP Planet Partners

Recycle Help [Sign in / Register](#)

Welcome to HP Recycling, let's recycle responsibly

It looks like you're not logged into your HP account.

Log in with your HP Account

Log in with One



Register for HP Planet Partners

Did you know that's the only way you're able to track your recycling progress and history? There are many other helpful features once you login.

- Account management
- Order history
- Reports

[REGISTER](#)

Create your HP account

One account connects you to all of your HP applications

First name

Last name

Email address
This will be your username

.....

Strong

Confirm password

United Kingdom

I'm not a robot

HP may email me with personalized offers, support updates, and event news.

By clicking SIGN UP, you agree to [HP Privacy Statement](#).

[SIGN UP](#)

Already have an HP account?

Fill your information, then click on Sign up.

Step 2.3. Fill your address

Step 2.2. In My Dashboard, select Account Management

The screenshot shows the HP Planet Partners My Dashboard. The user is LORAIN MEIGNAN. The dashboard includes an Overview section with statistics: "I've been recycling for 1 month" and "I've placed 1 order". A navigation sidebar on the left contains: OVERVIEW, MY ORDERS, ACCOUNT MANAGEMENT (highlighted with a blue box), and FAQ. A "START A NEW ORDER" button is at the bottom of the sidebar. Below the navigation is a table of orders.

| Order Number | Date Ordered | Order Description | Status |
|--------------|--------------|--|--------|
| GB7925839640 | 20.10.2020 | <ul style="list-style-type: none">Box delivery (1 medium toner box)Box delivery (1 medium ink box)Box collection (2 large toner box)Box collection (1 medium ink box) | Ca |

The screenshot shows the HP Planet Partners My Account page. The user is LORAIN MEIGNAN. The page includes a navigation sidebar with: OVERVIEW, MY ORDERS, ACCOUNT MANAGEMENT (highlighted with a blue box), and FAQ. A "START A NEW ORDER" button is at the bottom of the sidebar. The main content area is titled "My Account" and contains a form with the following fields: User Name (LORAIN MEIGNAN), Email (loraine.meignan@hp.com), Type (Business), Company name (several), and Telephone number (0672993558). Below the form are links for "Upload an image" and "Update profile". The "My Addresses" section is empty, with an "Add Address" button highlighted by a blue box.

The screenshot shows the "Add Address" modal form and the resulting address in the "My Addresses" section. The modal form is titled "Address 1" and contains the following fields: Street address, Town/City, Country (United Kingdom), Province/Region (optional), and Postcode. An "Add Address" button is at the bottom of the modal. The "My Addresses" section shows the address: "Address 1: Streatham High Road, London, Greater London SW16HH, United Kingdom". An "Add Address" button is at the bottom of the section. Blue arrows indicate the flow from the modal form to the "My Addresses" section.

Step 2.4. Managed your address, contact... in Account Management part

The screenshot displays the HP Planet Partners account management page. The top navigation bar includes the HP logo, the text "HP Planet Partners", and links for "Recycle" and "Help". The main content area is titled "Account management" and is divided into two sections: "My Account" and "My Addresses".

My Account

| | |
|------------------|---|
| User Name | <input type="text" value="LORAIN MEIGNAN"/> |
| Email | <input type="text" value="loraine.meignan@hp.com"/> |
| Type | <input type="text" value="Business"/> |
| Company name | <input type="text" value="several"/> |
| Telephone number | <input type="text" value="0672993558"/> |

[Upload an image](#) | [Update profile](#)

My Addresses

| | | |
|-----------|--|---|
| Address 1 | Streatham High Road London, Greater London SW16HH United Kingdom | Edit Delete |
| Address 2 | Sterndale Road London, Greater London SW192PT United Kingdom | Edit Delete |

[Add Address](#)

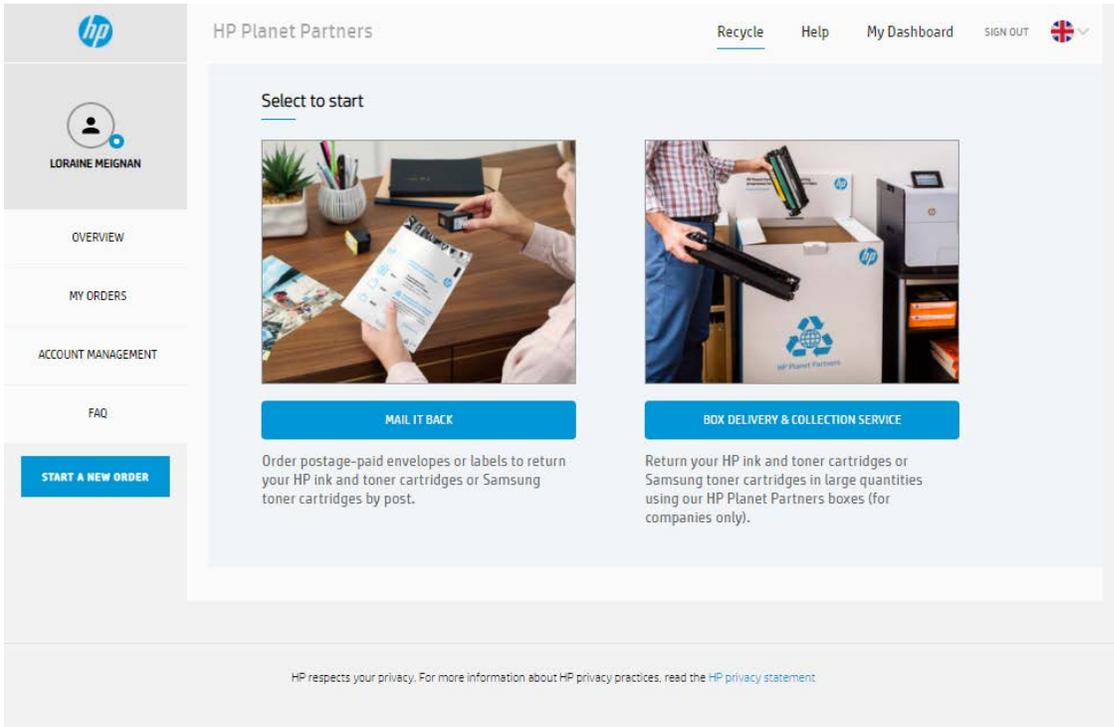
You can add all address you need. Modify or delete.
You can managed all the order of your account, branches...

If you need to change the contact name for delivery or collection,
you can do that in the end of the order (slide 8)

Step 3. Select the better option for you

- Mail it back
- Box delivery & Collection service

Step 4.1. Select the type of cartridges that you want to recycle



HP Planet Partners

Recycle Help My Dashboard SIGN OUT

Select to start



MAIL IT BACK

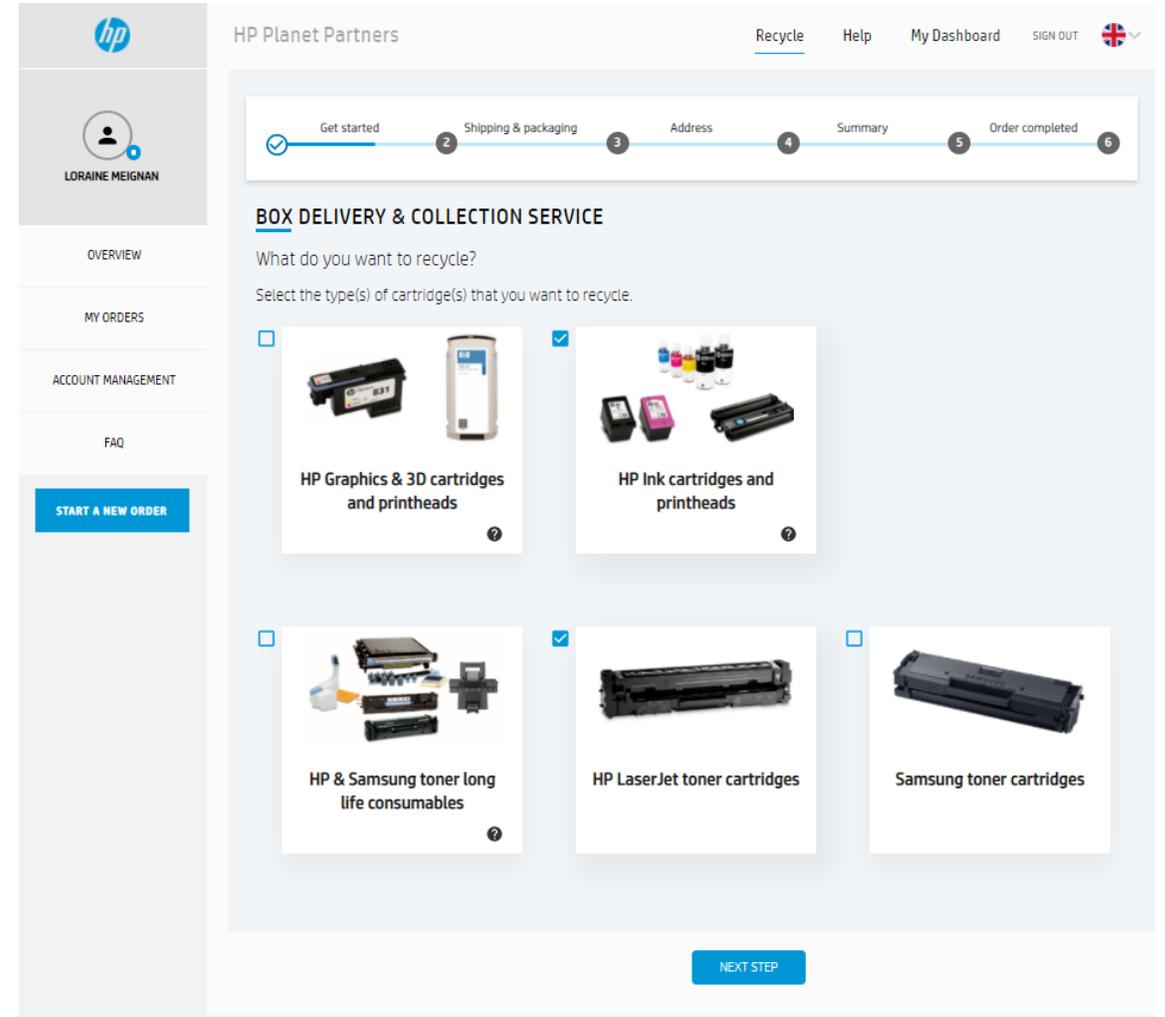
Order postage-paid envelopes or labels to return your HP ink and toner cartridges or Samsung toner cartridges by post.



BOX DELIVERY & COLLECTION SERVICE

Return your HP ink and toner cartridges or Samsung toner cartridges in large quantities using our HP Planet Partners boxes (for companies only).

HP respects your privacy. For more information about HP privacy practices, read the [HP privacy statement](#).



HP Planet Partners

Recycle Help My Dashboard SIGN OUT

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Get started Shipping & packaging Address Summary Order completed

BOX DELIVERY & COLLECTION SERVICE

What do you want to recycle?

Select the type(s) of cartridge(s) that you want to recycle.

- HP Graphics & 3D cartridges and printheads
- HP Ink cartridges and printheads
- HP & Samsung toner long life consumables
- HP LaserJet toner cartridges
- Samsung toner cartridges

NEXT STEP

Step 4.2. Select box delivery, box collection or both and click “Next step”

HP Planet Partners Recycle Help My Dashboard SIGN OUT

Get started Shipping & packaging 3 Address 4 Summary 5 Order completed 6

BOX DELIVERY & COLLECTION SERVICE

What service(s) do you need?
Select all applicable service options (i.e. box delivery, box collection, or both).

Box delivery service
Order HP Planet Partners boxes to package your HP and Samsung cartridges. Flat-packed boxes will be delivered to your address in a bundle, free of charge.

Box collection service
Order a collection if you have HP Planet Partners boxes that have already been filled with your HP and Samsung cartridges and are ready for pickup. Full boxes will be collected from your address free of charge.

← Back NEXT STEP

HP respects your privacy. For more information about HP privacy practices, read the [HP privacy statement](#).

Step 4.3. Fill number of boxes to deliver, collect or both and click “Next step”

HP Planet Partners Recycle Help My Dashboard SIGN OUT

Get started Shipping & packaging 3 Address 4 Summary 5 Order completed 6

BOX DELIVERY & COLLECTION SERVICE

What type(s) of box do you need to be delivered and collected?
Select the required delivery and collection quantity for all applicable box types (max qty of boxes per order: 10 boxes for delivery + 10 boxes for collection).

HP Toner boxes

Medium toner box
Holds 15-20 toner cartridges.
Dimensions: 60x40x60 cm.

DEL. QTY. 1
COLL. QTY. 0

Large toner box
Holds 25-30 toner cartridges.
Dimensions: 60x50x70 cm.

DEL. QTY. 0
COLL. QTY. 2

HP Inkjet boxes

Medium ink box
Holds 100-120 ink cartridges.
Dimensions: 40x30x30 cm.

DEL. QTY. 1
COLL. QTY. 1

Large ink box
Holds 150-200 ink cartridges.
Dimensions: 40x30x60 cm.

DEL. QTY. 0
COLL. QTY. 0

[Click here to learn how to package your supplies.](#)

← Back NEXT STEP

Recycling Summary

| ORDER DETAILS | |
|------------------|---|
| Box delivery | |
| MEDIUM TONER BOX | 1 |
| LARGE TONER BOX | 0 |
| MEDIUM INK BOX | 1 |
| LARGE INK BOX | 0 |
| Box collection | |
| MEDIUM TONER BOX | 0 |
| LARGE TONER BOX | 2 |
| MEDIUM INK BOX | 1 |
| LARGE INK BOX | 0 |

Step 4.4. The first time, fill your address information or if you registered it, click on “Use this address”

Step 4.5. Check your information and confirm your order

Step 4.6. Order confirmation number

HP Planet Partners Recycle Help My Dashboard SIGN OUT

LORRAINE MEIGNAN

Overview
My Orders
Account Management
FAQ

[START A NEW ORDER](#)

Get started Shipping & packaging Address Summary Order completed

Order confirmation No. GB7925839640

Your order has been placed and an email confirmation has been sent out.

Box delivery & collection times:

- Delivery of new/empty boxes: up to 5 business days.
- Collection of full boxes: up to 5 business days.
- Deliveries and collections are fulfilled separately, and normally by different carriers.

Instructions:

- Only HP and Samsung original print cartridges & consumables can be returned. Non-HP cartridges, and refilled or remanufactured cartridges are not accepted.
- Ink and toner cartridges cannot be mixed in the same box(es). Please use only HP Ink collection boxes to return ink cartridges, and HP toner collection boxes to return toner cartridges.
- To reduce the amount of space required in the collection box(es), do not include any bulky original packaging material (e.g. product boxes).
- Original plastic bags can/should be used whenever possible to package toner cartridges & consumables (e.g. toner collection units) to prevent the dispersion of toner powder during transportation.
- Request collection only when box(es) is(are) already full and ready for pickup.
- Be careful not to overfill your collection box(es), as that may cause problems during pickup and/or transportation.
- For collections of two or more boxes, it is necessary to consolidate all boxes in a single collection point at the indicated address, prior to the arrival of the carrier. The collection point needs to be easily accessible (i.e. on the ground floor and/or next to a loading area).
- Please inform some of your colleagues that this service will be fulfilled soon, in case you may not be readily available when the carrier arrives.

LORRAINE MEIGNAN Order confirmation No. GB7925839640 [Download PDF](#)

Streatham High Road London, Greater London **Recycling Summary**

SW15 1SH United Kingdom HP Ink cartridges and printheads

Telephone number: 0672993558 HP LaserJet toner cartridges

Company name: TEST

ITEM DETAILS

Box delivery

QTY: 1 MEDIUM TONER BOX

QTY: 1 MEDIUM INK BOX

Box collection

QTY: 2 LARGE TONER BOX

QTY: 1 MEDIUM INK BOX

[Click here to learn how to package your supplies](#)

[Cancel order](#)

Notes:

1. If this order is accepted or package needed, please request a confirmation.

2. We will offer to cancel free delivery orders that have not yet entered the shipping process, and for collection orders that have not yet been forwarded to our local transporters.

[BACK TO RECYCLING HOME](#)

HP respects your privacy. For more information about HP privacy practices, read the [HP privacy statement](#)

Step 4.7. Email confirmation

Order Confirmation No. GB7925839640

LORRAINE MEIGNAN Streatham High Road , London,
Greater London, GB, SW16Hh, 0672993558

| Recycling Summary | QTY |
|----------------------------------|-----|
| HP Ink cartridges and printheads | |
| HP LaserJet toner cartridges | |

| Material Details | QTY |
|------------------------|-----|
| Box Delivery: | |
| Medium toner box | 1 |
| Medium Ink box | 1 |
| Box Collection: | |
| Large toner box | 2 |
| Medium Ink box | 1 |

Dear LORRAINE MEIGNAN

Thank you for partnering with HP to recycle responsibly!

We have received your order no. GB7925839640 for our box delivery & collection service.

Your address:
LORRAINE MEIGNAN
TEST
Streatham High Road
London, Greater London, SW16Hh
United Kingdom

Order details:

Box Delivery:

Qty: 1 Medium toner box
Qty: 1 Medium Ink box

Box Collection:

Qty: 2 Large toner box
Qty: 1 Medium Ink box

Box delivery & collection times:

- Delivery of new/empty boxes: up to 5 business days.
- Collection of full boxes: up to 5 business days.
- Deliveries and collections are fulfilled separately, and normally by different carriers.

Instructions:

- Only HP and Samsung original print cartridges & consumables can be returned. Non-HP cartridges, and refilled or remanufactured cartridges are not accepted.
- Ink and toner cartridges cannot be mixed in the same box(es). Please use only HP Ink collection boxes to return ink cartridges, and HP toner collection boxes to return toner cartridges.
- To reduce the amount of space required in the collection box(es), do not include any bulky original packaging material (e.g. product boxes).
- Original plastic bags can/should be used whenever possible to package toner cartridges & consumables (e.g. toner collection units) to prevent the dispersion of toner powder during transportation.
- Request collection only when box(es) is(are) already full and ready for pickup.
- Be careful not to overfill your collection box(es), as that may cause problems during pickup and/or transportation.
- For collections of two or more boxes, it is necessary to consolidate all boxes in a single collection point at the indicated address, prior to the arrival of the carrier. The collection point needs to be easily accessible (i.e. on the ground floor and/or next to a loading area).
- Please inform some of your colleagues that this service will be fulfilled soon, in case you may not be readily available when the carrier arrives.

For further information, here are some helpful links :



[Order materials to send back your empty Original HP cartridges. Order prepaid envelopes & labels, boxes or request collection of your HP cartridges.](#)



[Need new Original HP cartridges? Visit our online store.](#)

[Want to know more about sustainability at HP?](#)

Visit hp.com/SustainableImpact

Thank you for recycling with HP Planet Partners!



Have questions? We are here to help.

If you have any questions about HP Planet Partners, use our [contact form](#) or call us at 0207 680 3116 (Monday-Friday, calls charged at local rate).

Your order number is needed to track and trace your order.



Step 4.8. Cancel your order

HP Planet Partners

Recycle Help My Dashboard sign out

Get started Shipping & packaging Address Summary Order completed

Order confirmation No. GB7925839640

Your order has been placed and an email confirmation has been sent out.

Box delivery & collection times:

- Delivery of new/empty boxes: up to 5 business days.
- Collection of full boxes: up to 5 business days.
- Deliveries and collections are fulfilled separately, and normally by different carriers.

Instructions:

- Only HP and Samsung original print cartridges & consumables can be returned. Non-HP cartridges, and refilled or remanufactured cartridges are not accepted.
- Ink and toner cartridges cannot be mixed in the same boxes. Please use only HP Ink collection boxes to return ink cartridges, and HP Toner collection boxes to return toner cartridges.
- To reduce the amount of space required in the collection boxes, do not include any bulky original packaging material (e.g. product boxes).
- Original plastic tags (if/should be used whenever possible to package toner cartridges & consumables (e.g. toner collection units) to prevent the dispersion of toner powder during transportation).
- Request collection only when boxes (is/are) already full and ready for pickup.
- Be careful not to overfill your collection boxes, as that may cause problems during pickup and/or transportation.
- For collections of two or more boxes, it is necessary to consolidate all boxes in a single collection point at the indicated address, prior to the arrival of the carrier. The collection point needs to be easily accessible (i.e. on the ground floor and/or next to a loading area).
- Please inform some of your colleagues that this service will be fulfilled soon, in case you may not be readily available when the carrier arrives.

LORAIN MEIGNAN
Streamham High Road, London, Greater London
SW16Hh United Kingdom
Telephone number: 0572993668
Company name: TEST

Order confirmation No. GB7925839640
Recycling Summary
HP Ink cartridges and printheads
HP LaserJet toner cartridges

ITEM DETAILS

Box delivery

QTY: 1 MEDIUM TONER BOX
QTY: 1 MEDIUM INK BOX

Box collection

QTY: 2 LARGE TONER BOX
QTY: 1 MEDIUM INK BOX

Click here to learn how to package your supplies.

Cancel order

1. If this order is accepted or package received, please email a cancellation request.
2. We are able to cancel delivery orders that have not yet entered the shipping process, and box collection orders that have not yet been forwarded to our local transporters.

BACK TO RECYCLING HOME

HP respects your privacy. For more information about HP privacy practices, read the HP privacy statement.

Step 4.9. Cancel confirmation email

HP Planet Partners

Recycle Help My Dashboard sign out

Get started Shipping & packaging Address Summary Order completed

Order confirmation No. GB7925839640

Your order has been placed and an email confirmation has been sent out.

Are you sure you want to cancel this order?

YES NO

Your cancellation request has been submitted successfully.

Dear LORAIN MEIGNAN

We have received your cancellation request for order no. GB7925839640 . We are able to cancel box delivery orders that have not yet entered the shipping process, and box collection orders that have not yet been forwarded to our local transporters.

You will not receive an additional confirmation message.

Your address:
LORAIN MEIGNAN
TEST
Streamham High Road
London, Greater London, SW16Hh
United Kingdom

Order details:
Box Delivery:
1 Medium toner box
1 Medium Ink box
Box Collection:
2 Large toner box
1 Medium Ink box

For further information, here are some helpful links :

Order materials to send back your empty Original HP cartridges. Order prepaid envelopes & labels, boxes or request collection of your HP cartridges.

Need new Original HP cartridges? Visit our [online store](#).

Want to know more about sustainability at HP? Visit hp.com/SustainableImpact

Thank you for recycling with HP Planet Partners!

Have questions? We are here to help.
If you have any questions about HP Planet Partners, use our [contact form](#) or call us at 0207 660 3116 (Monday-Friday, calls charged at local rate).

Your order number is needed to track and trace your order.



Step 5. Manage your order

HP Planet Partners

Recycle Help My Dashboard SIGN OUT

My orders

It is currently not possible to show carrier updates in this page. Order tracking will be implemented in a future update of this website.

Show: Latest View: 10 per page

| Order Number | Date Ordered | Order Description | Status |
|--------------|--------------|--|------------------------|
| 687925839640 | 20.10.2020 | <ul style="list-style-type: none">Box delivery (1 medium toner box)Box delivery (1 medium ink box)Box collection (2 large toner box)Box collection (1 medium ink box) | Cancellation requested |

EXPORT REPORTS CONTACT SUPPORT

START A NEW ORDER

HP respects your privacy. For more information about HP privacy practices, read the HP privacy statement

Step 6. Manage several address

HP Planet Partners

Recycle Help My Dashboard SIGN OUT

Account management

My Account

User Name: LORRAINE MEIGNAN

Email: loraine.meignan@hp.com

Type: Business

Company name: several

Telephone number: 0672993558

Upload an image Update profile

My Addresses

Address 1: Streatham High Road, London, Greater London SW16HH, United Kingdom

Add Address

START A NEW ORDER

HP respects your privacy. For more information about HP privacy practices, read the HP privacy statement



keep reinventing