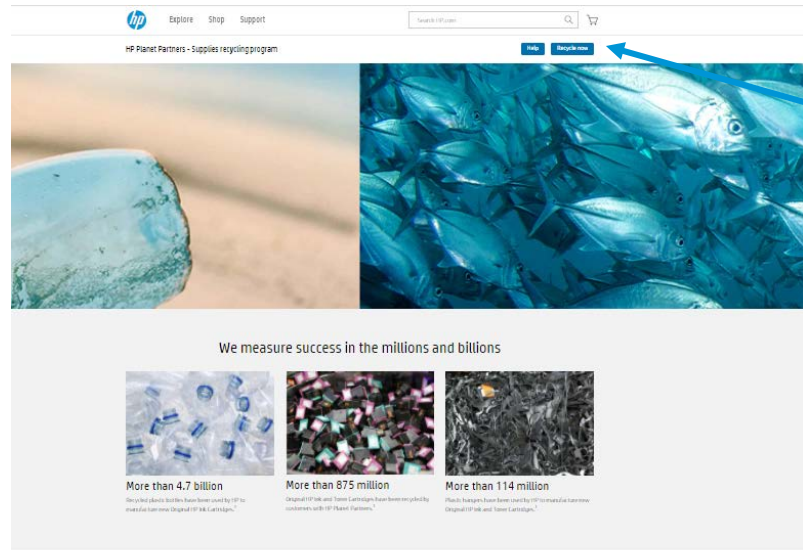


HP Planet Partners program

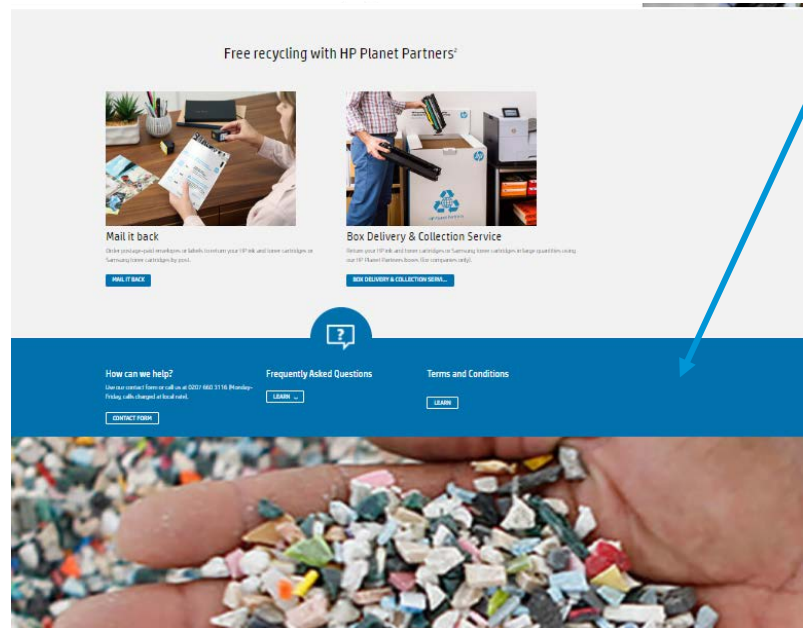
Ordering process – Bulk collections

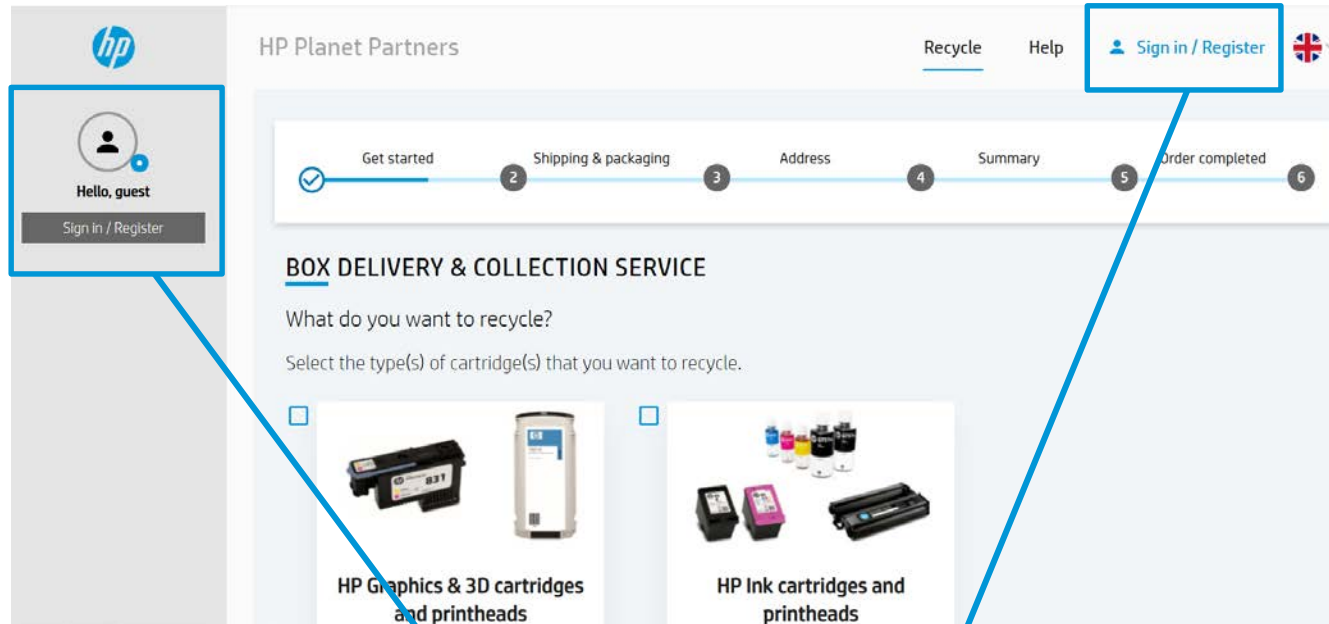
October 2020



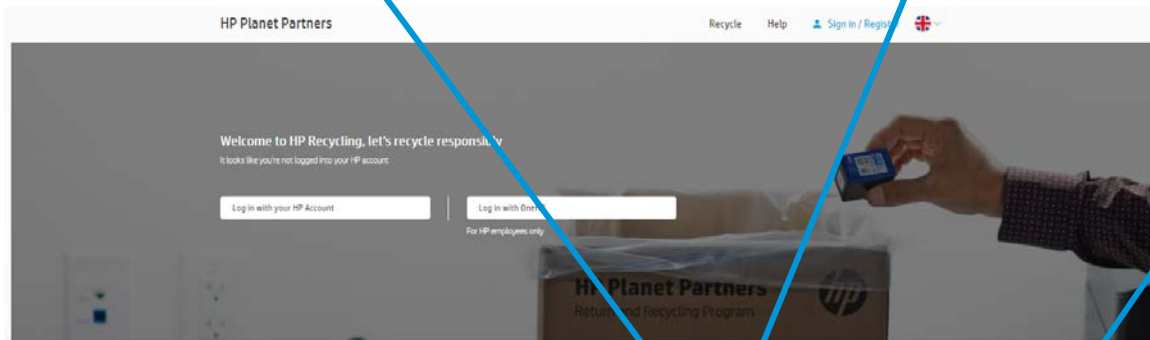


Step 1. Go to hp.com/go/hprecycle. Click on the blue button “Recycle now” or go down to “Free recycling with HP Planet Partners” and select your option “Mail it back” or “Box delivery & collection services” (depending of the availability in your country)





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



The screenshot shows the "Create your HP account" form. It includes the text "One account connects you to all of your HP applications". The form has fields for "First name", "Last name", "Email address" (with a note "This will be your username"), and a password field with a strength indicator showing "Strong". There is also a "Confirm password" field and a "United Kingdom" dropdown menu. Below these fields, there is a "I'm not a robot" checkbox and a "SIGN UP" button. At the bottom, there is a link "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 metrics: 'I've been recycling for 1 month' and 'I've placed 1 order'. Below this is a message: 'It is currently not possible to show carrier updates in this page. Order tracking will be implemented in a future update of this website.' A table lists orders with columns: Order Number, Date Ordered, Order Description, and Status. The 'ACCOUNT MANAGEMENT' link in the left sidebar is highlighted with a blue box.

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 and My Addresses sections. The 'My Account' section displays user details: User Name (LORAIN MEIGNAN), Email (loraine.meignan@hp.com), Type (Business), Company name (several), and Telephone number (0672993558). The 'My Addresses' section has an 'Add Address' button highlighted with a blue box.

My Account

User Name: LORAIN MEIGNAN
Email: loraine.meignan@hp.com
Type: Business
Company name: several
Telephone number: 0672993558

My Addresses

Add Address

The screenshot shows the 'Address 1' form in the HP Planet Partners My Account section. The form includes fields for Street address, Town/City, Country (United Kingdom), Province/Region (optional), and Postcode. The 'Add Address' button is highlighted with a blue box.

Address 1

LORAIN MEIGNAN

Street address
Town/City
Country: United Kingdom
Province/Region (optional)
Postcode

Add Address

The screenshot shows the 'My Addresses' section with the added address displayed. The address is: Address 1, Streatham High Road, London, Greater London SW16HH, United Kingdom. The 'Add Address' button is highlighted with a blue box.

My Addresses

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

Add Address

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

HP Planet Partners

Recycle

Help

LORAIN MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Account management

My Account

User Name

LORAIN 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	
Address 2	Sterndale Road London, Greater London SW192PT United Kingdom	
<div>Add Address</div>		

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

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

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

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

RecycleHelpMy DashboardSIGN OUT

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Get startedShipping & packagingAddressSummaryOrder completed

3456

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

RecycleHelpMy DashboardSIGN OUT

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Get startedShipping & packagingAddressSummaryOrder completed

3456

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.

Large toner box

Holds 25-30 toner cartridges.

Dimensions: 60x50x70 cm.

DEL. QTY. 1

COLL. QTY. 0

DEL. QTY. 0

COLL. QTY. 2

HP Inkjet boxes

Medium ink box

Holds 100-120 ink cartridges.

Dimensions: 40x30x30 cm.

Large ink box

Holds 150-200 ink cartridges.

Dimensions: 40x30x60 cm.

DEL. QTY. 1

COLL. QTY. 1

DEL. QTY. 0

COLL. QTY. 0

Click here to learn how to package your supplies.

Back

NEXT STEP

Recycling Summary

HP ink cartridges and printouts

HP LaserJet toner cartridges

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

7

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

HP Planet Partners

Recycle

Help

My Dashboard

sign out

HP

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Get started

Shipping & packaging

Address

Summary

Order completed

Address

Let us know the address for this order (i.e. delivery location for the boxes you have requested, and collection location for your full boxes that are ready for pickup).

*required fields

Contact information *

Email

loraine.meignan@hp.com

☐

Keep me updated on HP recycling news and exclusive offers (optional).

Delivery & Collection address *

First name

LORRAINE

Last name

MEIGNAN

Company name

several

Street address

Streatham High Road

Town/City

London

Telephone number

0672993558

Country

United Kingdom

Province/Region (optional)

Greater London

Postcode

SW166th

☒

I agree to HP privacy statement

Click here to learn how to package your supplies.

Back

Next Step

Recycling Summary

HP Ink cartridges and printheads

HP LaserJet toner cartridges

ORDER DETAILS

Box delivery

MEDIUM TONER BOX 1

MEDIUM INK BOX 1

Box collection

LARGE TONER BOX 2

MEDIUM INK BOX 1

HP Planet Partners

Recycle

Help

My Dashboard

sign out

HP

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Get started

Shipping & packaging

Address

Summary

Order completed

Address

Let us know where to collect your full boxes that are ready for pickup.

LORRAINE MEIGNAN (Address 1)

Streatham High Road

London, Greater London SW166th

United Kingdom

USE THIS ADDRESS

*required fields

Contact information *

Email

loraine.meignan@hp.com

☐

Keep me updated on HP recycling news and exclusive offers (optional).

Collection address *

First name

LORRAINE

Last name

MEIGNAN

Company name

several

Street address

Town/City

Telephone number

0672993558

Country

United Kingdom

Province/Region (optional)

Postcode

☐

I agree to HP privacy statement

Click here to learn how to package your supplies.

Back

Next Step

Recycling Summary

HP Ink cartridges and printheads

HP LaserJet toner cartridges

ORDER DETAILS

Box collection

LARGE TONER BOX 1

Step 4.5. Check your information and confirm your order

HP Planet Partners

Recycle

Help

My Dashboard

sign out

HP

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

Get started

Shipping & packaging

Address

Summary

Order completed

Order Summary

Please check and confirm your order details. We appreciate your partnership, LORRAINE!

Full name

LORRAINE MEIGNAN

Email

loraine.meignan@hp.com

Company name

several

Delivery & Collection address *

LORRAINE MEIGNAN

Streatham High Road

London, Greater London SW166th

United Kingdom

0672993558

☐

I'm not a robot

HP

HP Planet Partners

Click here to learn how to package your supplies.

Back

CONFIRM ORDER

Recycling Summary

HP Ink cartridges and printheads

HP LaserJet toner cartridges

ORDER DETAILS

Box delivery

MEDIUM TONER BOX 1

MEDIUM INK BOX 1

Box collection

LARGE TONER BOX 2

MEDIUM INK BOX 1

8

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 unit) 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

Streatham High Road London, Greater London SW16HH United Kingdom

Telephone number: 0672993558

Company name: TEST

Order confirmation No. GB7925839640

Recycling Summary

HP Ink cartridges and printheads

HP LaserJet toner cartridges

Download PDF

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

Footer Note

1. If this order is incorrect or exchange needed, please request a cancellation.

2. We are able to accept box delivery orders that have not yet entered the shipping process, and box collection orders that have not yet been requested to our local transporters.

BACK TO RECYCLING HOME

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 \[hp.com/SustainableImpact\]\(http://hp.com/SustainableImpact\)](#)

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.

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

Step 4.8. Cancel your order

HP Planet Partners

Recycle Help My Dashboard sign out

LORAIN 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 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 bags (if possible) should be used whenever possible to package toner cartridges & consumables (e.g. toner cartridges) to prevent the dispersion of toner powder during transportation.
- Request collection only when boxes (if any) already full and ready for pickup.
- Be careful not to overfill your collection boxes, as that may cause problems during pickup and 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 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

Order confirmation No. GB7925839640

Download PDF

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 boxes

Cancel order

1. If this order is accepted or exchange needed, please email a cancellation.

2. 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.

BACK TO RECYCLING HOME

Step 4.9. Cancel confirmation email

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

Streatham 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.

HP Planet Partners

Recycle Help My Dashboard sign out

LORAIN 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 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 bags (if possible) should be used whenever possible to package toner cartridges & consumables (e.g. toner cartridges) to prevent the dispersion of toner powder during transportation.
- Request collection only when boxes (if any) already full and ready for pickup.
- Be careful not to overfill your collection boxes, as that may cause problems during pickup and 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 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

Order confirmation No. GB7925839640

Download PDF

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 boxes

Cancel order

1. If this order is accepted or exchange needed, please email a cancellation.

2. 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.

BACK TO RECYCLING HOME

Are you sure you want to cancel this order?

YES NO

Please note:
1. If this order is accepted or exchange needed, please email a cancellation.
2. 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.

HP Planet Partners

Recycle Help My Dashboard sign out

LORAIN MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

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 HP Planet Partners boxes for collection by carrier.

Your cancellation request has been submitted successfully.

10

Step 5. Manage your order

HP Planet Partners

Recycle Help My Dashboard SIGN OUT

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

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.

2020

Show: Latest View: 10 per page

Search

<input type="checkbox"/>	Order Number	Date Ordered	Order Description	Status	
<input type="checkbox"/>	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)	Cancellation requested	<div>EXPORT REPORTS</div> <div>CONTACT SUPPORT</div>

< 1 >

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

LORRAINE MEIGNAN

OVERVIEW

MY ORDERS

ACCOUNT MANAGEMENT

FAQ

START A NEW ORDER

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 SW16MH
United Kingdom

Add Address

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





keep reinventing