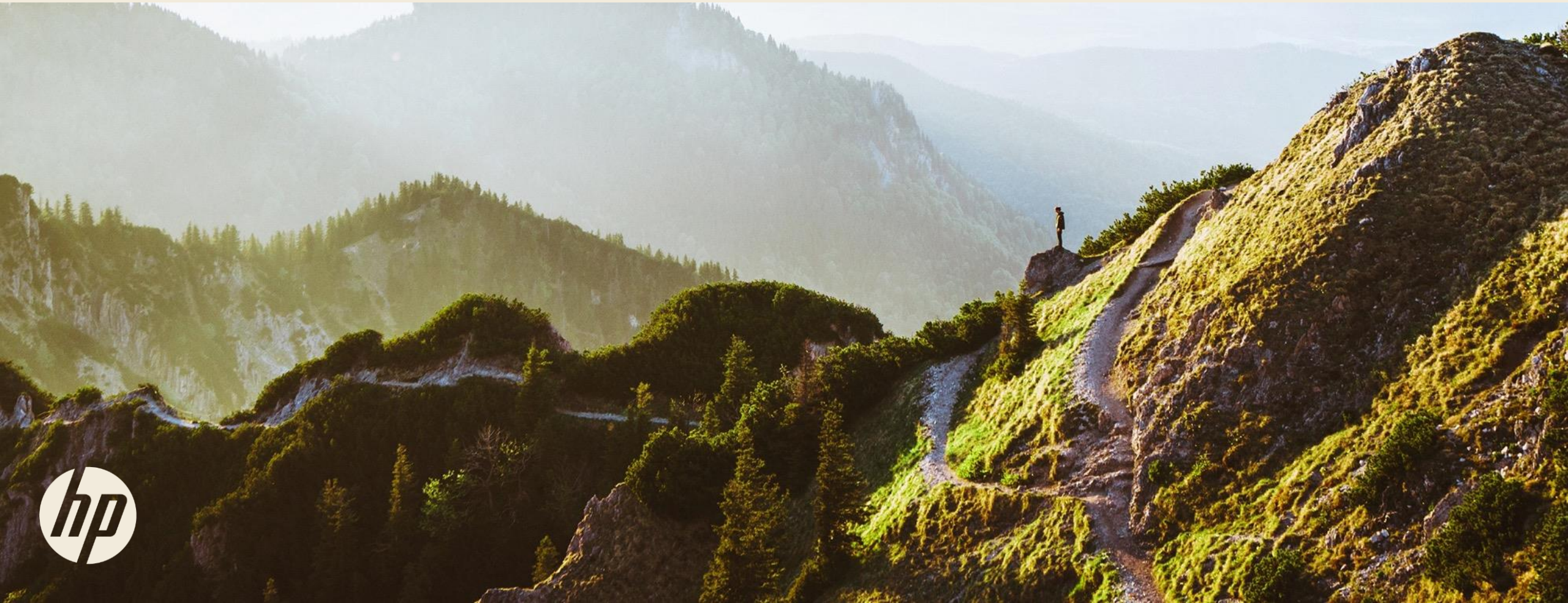


HP Planet Partners

Original HP supplies recycling program





The program

The reach of HP Planet Partners

HP's free and easy recycling program¹

Check HP recycling services availability by country at hp.com/recycle.

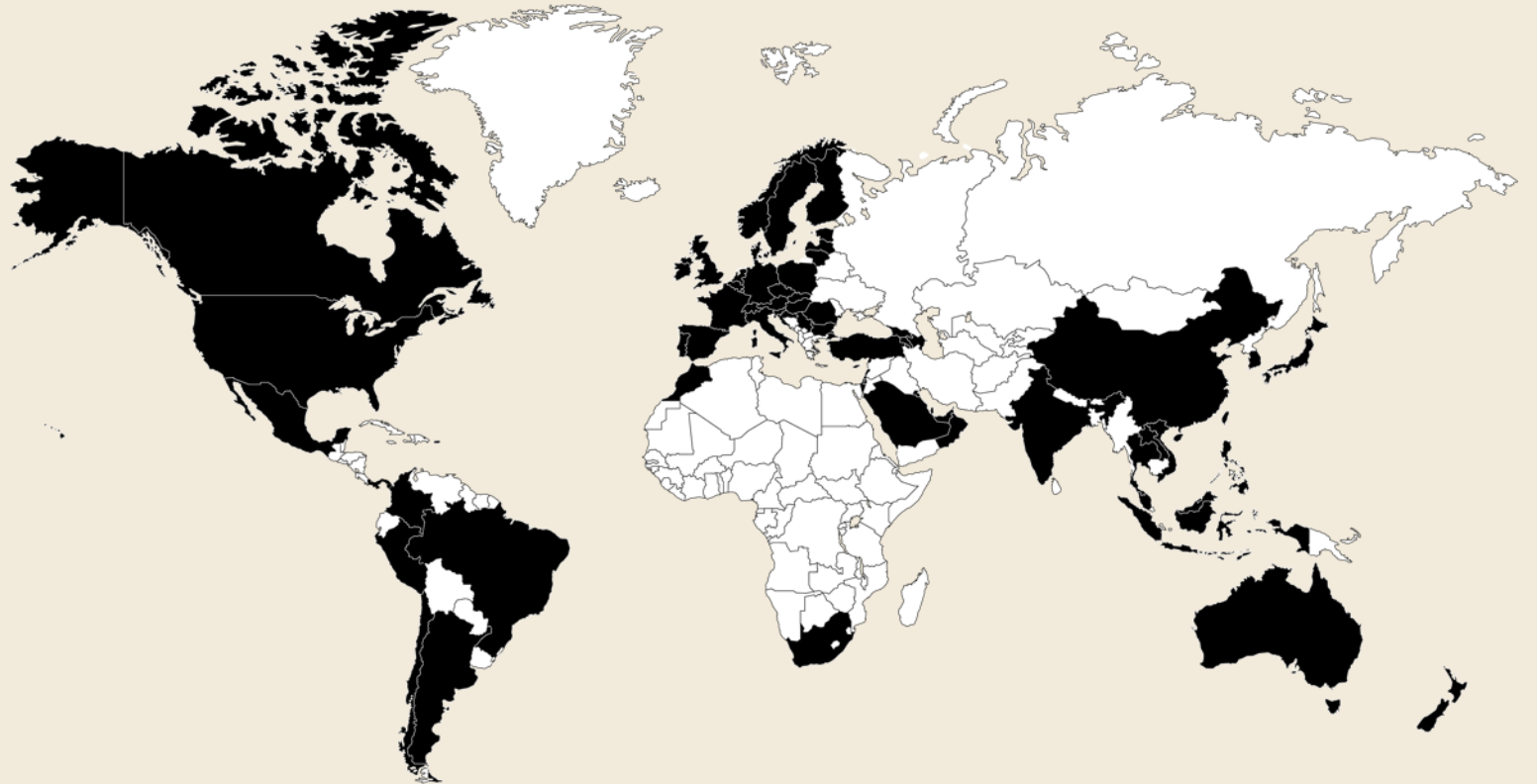
HP Planet Partners manages a broad network of HP third-party recycling vendors.

60+

countries where HP offers ink and toner recycling.¹

1 billion+

print cartridges returned to the HP Planet Partners recycling program as of December 31, 2022.²



Recycled content matters

Your choices are changing things



When you return Original HP Ink and Toner cartridges to HP Planet Partners for recycling,



you join a global sustainability effort¹ and your used cartridges won't go into landfills—



they become renewed plastics that help close the loop¹



100%
of Original HP Toner Cartridges and



88%
of Original HP Ink Cartridges contain recycled content³



Using recycled plastic in Original HP Ink Cartridges instead of virgin plastic on average reduces carbon footprint by 21%⁴

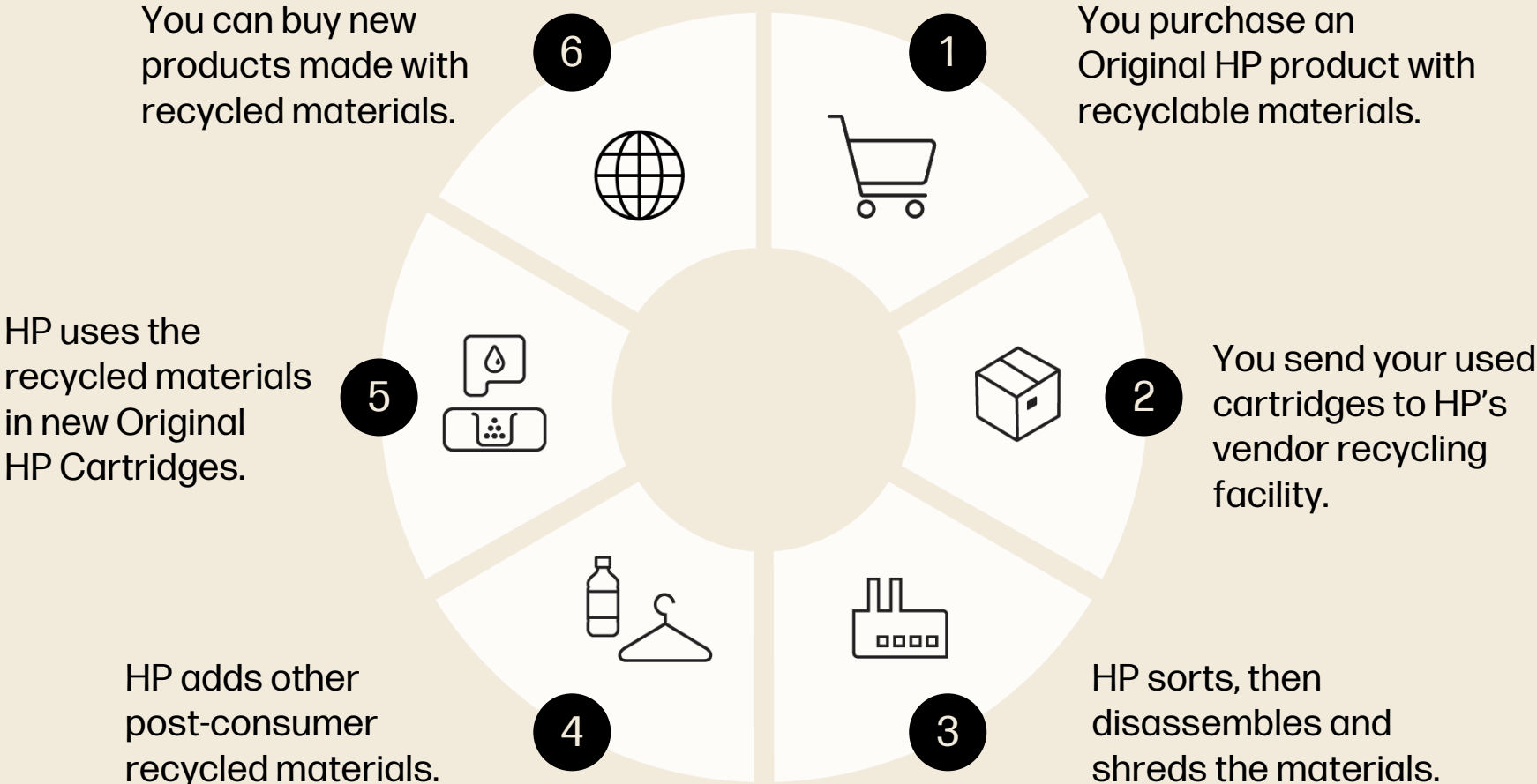


Print. Recycle.¹ Repeat.

Join us in driving real change

In the HP closed-loop recycling process, nothing ends up in a landfill.

Materials are separated and refined for use as raw materials in new Original HP Cartridges.¹



A woman with a warm smile, wearing a yellow patterned headscarf and green corduroy overalls over a white t-shirt, stands in a vibrant floral shop. She has her arms crossed and is looking towards the right. The shop is filled with various plants and flowers, including large sunflowers in the background and a potted plant on a decorative stand to the right. In the foreground, a brown cardboard box sits on a wooden table, containing two small green succulent plants. The scene is brightly lit, suggesting a sunny day.

How the program works

The HP recycling process¹

Collecting

Used cartridges are collected and transported to HP-approved recycling facilities.



Sorting

Materials are sorted and other components are removed.



Shredding

Sorted material is shredded and packed for transportation.



Manufacturing

HP produces Original HP Cartridges from new and recycled materials.



[Click to watch video](#)



Return HP cartridges in a variety of ways⁵

Free recycling through HP Planet Partners¹

Go to hp.com/go/hprecycle

For use in NA only



Mail it back

Order FREE shipping labels, envelopes, or boxes for an easy pack-and-ship experience



Drop it off

Drop off your Original HP Cartridges at a participating location near you for no cost



Pallet pickup

If you have more than 76 toner cartridges or more than 1,000 ink cartridges, schedule a free pallet pickup

Return HP cartridges in a variety of ways⁵

Free recycling through HP Planet Partners¹

Go to hp.com/go/hprecycle

For use in LA only



Box delivery/collection

Order box delivery and pick-up services for bulk quantities



Drop it off

Drop off your Original HP Cartridges at a participating location near you for no cost



Pallet pickup

If you have more than 76 toner cartridges or more than 1,000 ink cartridges, schedule a free pallet pickup

Return HP cartridges in a variety of ways⁵

Free recycling through HP Planet Partners¹

Go to hp.com/go/hprecycle

For use in EMEA only



Mail it back

Order free shipping labels, envelopes, or boxes for an easy pack-and-ship experience



Box delivery/collection

Order box delivery and pick-up services for bulk quantities; Premium Service is also available for a minimum return of 1,500 toner or 15,000 ink cartridges/year⁶

Return HP cartridges in a variety of ways⁵

Free recycling through HP Planet Partners¹

Go to hp.com/go/hprecycle

For use in APJ only



Box delivery/collection

Order box delivery and pick-up services for bulk quantities

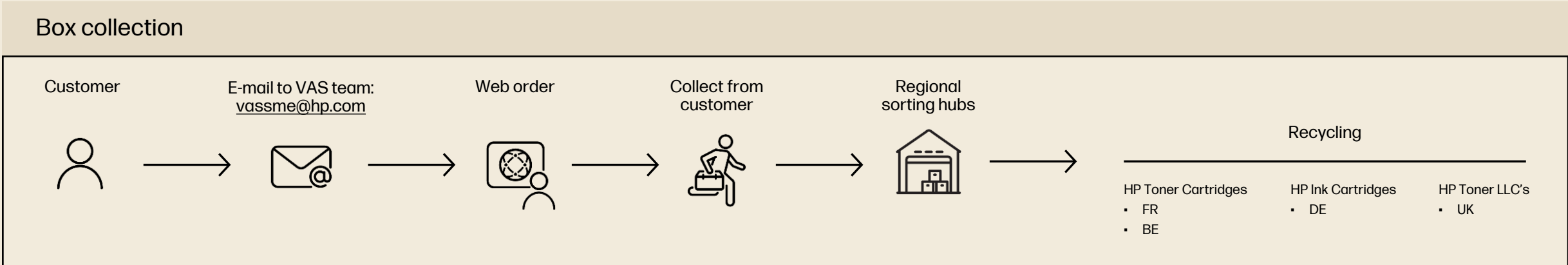
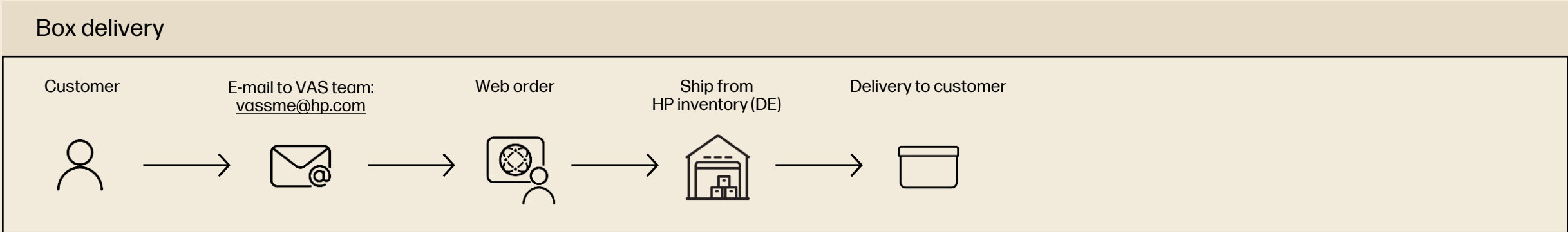


Drop it off

Drop off your Original HP Cartridges at a participating location near you for no cost

End customer supplies take-back VAS process

Bulk delivery and collection services (Croatia, Slovenia, Bulgaria, France, Italy, Spain, and Belgium only)



Accepted products⁵



Return:

- HP Ink Cartridges and Printheads
- HP Toner Cartridges
- HP Ink Bottles
- HP Toner Reload Kits
- Samsung Toner Cartridges
- HP Long Life Consumables
- HP Graphics and 3D Cartridges and printheads



Do not return:

- Non-HP cartridges
- Refilled or clone cartridges
- Electronic equipment (PCs, printers, batteries, etc.)
- Other waste (packaging, bags, paper, etc.)

A woman with voluminous curly hair, wearing a blue denim shirt and large hoop earrings, is smiling warmly at the camera. She is sitting at a wooden workbench in what appears to be a workshop or a small business office. The workbench is cluttered with various items: a laptop on the left, several black spray bottles, a roll of white paper, a roll of brown paper, a roll of brown tape, and a pair of gold-handled scissors. In the background, there are shelves filled with numerous glass jars, some containing liquids and others with solid materials. A white apron is hanging on the wall to the left. The overall atmosphere is bright and professional, suggesting a focus on sustainable or eco-friendly practices.

How to start recycling

Sign in to enjoy easier, quicker ordering

Go to hp.com/go/hprecycle



One-click re-ordering for recycling materials



Order tracking



Account linking for multiple locations⁷

Certificate showing quantities recycled for sustainability benefit reporting



Simple step-by-step recycling process

Easily recycle larger quantities

Go to hp.com/go/hprecycle



Create an account on the HP Planet Partners website



Order free shipping materials (boxes for toner, envelopes for ink) or schedule a pallet pickup through the website



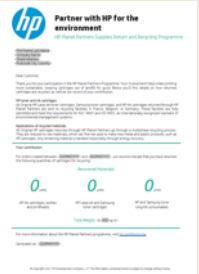
When the shipping materials arrive, pack the empty cartridges



Apply the pre-paid shipping label received by email



Drop off your envelopes at the local parcel office or deliver your boxes



After recycling, download the recycling certificate from the HP Planet Partners website



Earn rewards for recycling

HP Business Rewards

For use in NA only.



Members can save money by redeeming HP Business Rewards points on over 300 products, including printers, scanners, and more.

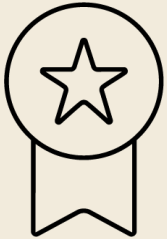
Point values for returns



10 points Bulk
5 points Single



5 points Bulk
2 points Single



With your HP Planet Partners account, recycling Original HP Cartridges can help you earn up to

10 points

with HP Business Rewards

Learn more at hpbusinessrewards.com or download our [Recycling Fact Sheet](#)



Need help?

Region	Telephone number	Working days M-F	Email
NA Planet Partner Support	1-800-340-2445	8:00 AM - 5:00 PM EST	hpcustomerservice@ctlsus.com
LATAM			
Argentina	800-345-6588	9:00 AM - 6:00 PM (GMT-3)	planetpartners_la@hp.com
Chile	123-0020-7506	9:00 AM - 6:00 PM (GMT-3)	planetpartners_la@hp.com
Colombia	1-800-518-3195 or 1-800-519-1290	9:00 AM - 6:00 PM (GMT-3)	planetpartners_la@hp.com
Costa Rica	800-0122-033	7:00 AM - 7:00 PM (GMT-6)	planetpartners_la@hp.com
Ecuador	3800-000-997	7:00 AM - 7:00 PM (GMT-6)	planetpartners_la@hp.com
México	800-0630-233	8:00 AM - 6:00 PM (GMT-6)	planetpartners_la@hp.com
Panamá	800-0239	7:00 AM - 7:00 PM (GMT-5)	planetpartners_la@hp.com
Perú	800-70027	8:00 AM - 6:00 PM (GMT-5)	planetpartners_la@hp.com
Brasil	0800-724-8253	8:00 AM - 5:00 PM (GMT-3)	reciclagem@hp.com
APJ			api.hprecycle@hp.com

Need help?

EMEA

Country	Telephone number - M-F	Email	Country	Telephone number - M-F	Email
Austria	0810 00 12 16	Customer Support - German	Luxembourg	1-800-340-2445	Customer Support - French
Belgium	026 276 130 (French) / 078 150 028 (Dutch)	Customer Support - French	Morocco	1-800-340-2445	Customer Support - French
Bulgaria	+420 810 260 260	Contact	Netherlands	020 721 8905	Contact
Czech Republic	+385 1 77 76 175	Customer Support - Czech	Norway	81 06 20 15	Customer Support - Nordics
Croatia	70 11 00 02	Contact	Poland	0801 520 530	Customer Support
Denmark	+372 6 813 82	Customer Support - Nordics	Portugal	+351 21 318 00 05	Contact
Estonia	0203 03311	Contact	Romania	+40 31 131 6204	Contact
Finland	0810 27 27 23	Customer Support - Nordics	Saudi Arabia	800 844 7827	Contact
France	069 2999 3427	Customer Support - French	Slovenia	0845 601 4751	Contact
Germany	00800 3315 0443	Customer Support - German	Slovakia	0850 123 958	Contact
Greece	+36 8 020 0647	Contact	South Africa	0800 981 703	Customer Support - English
Hungary	1890 923550	Customer Support - Hungary	Serbia	0800 190 560	Contact
Ireland	1 809 45 2899	Customer Support - English	Spain	901 900 416	Customer Support - Spanish
Israel	848 800 083	Contact	Sweden	0771 20 47 22	Customer Support - Nordics
Italy	800 8012	Customer Support - Italian	Switzerland	0844 198 100	Customer Support - German
Latvia	8 800 10000	Contact	Turkey	0 (212) 375 5059	Customer Support - French
Lithuania		Contact	United Arab Emirates	800 017 4762	Customer Support - Italian
			United Kingdom	0207 660 3116	Contact
					Customer Support - English

Disclaimers

¹ Program availability varies. For details, see hp.com/hprecycle.

² Data as of December 31, 2022. See hp.com/sustainableimpact.

³ 100% of Original HP Toner Cartridges contain between 1-79% post-consumer or post-industrial recycled content. Does not include toner bottles or other products not listed. See hp.com/TonerRecycledContent for list. 82% of Original HP Ink Cartridges contain between 5-75% recycled content. Does not include ink bottles and other products not listed. See hp.com/InkRecycledContent for list.

⁴ Full lifecycle assessment study available upon request.

⁵ Services available may differ depending on the country. To request HP's supplies recycling service, go to hp.com/hprecycle.

⁶ Premium Service is available in Denmark, United Kingdom, Sweden, Spain, France, Switzerland, Czech Republic, Germany, and Portugal.

⁷ Pallet pickup service not available in Japan, Korea and Fiji, Samoa, and New Guinea.

⁷ Available by request of the account manager of the business.

