



Epson America Inc. Hardware Recycling Service

Packing Instructions

Please follow the instructions below to help ensure that your equipment is sent to [Epson America Inc.](#) (“Epson”) safely. (Note: The instructions provided below apply to [FedEx ground shipping only](#).)

Step 1: Customer needs to supply all packing materials

- Select boxes that are sturdy enough to hold and protect the material that you wish to ship. You are not required to use new boxes (**we recommend using the original product box/package if available**), but the boxes you choose must be sturdy and in good condition (no holes, tears, crushed sections, or signs of water damage). If you do not have an appropriate box, a packaging material center in your area should be able to assist you in selecting an appropriate box. **NOTE: For our New York customers, please call our toll free number (866) 917- 5033 for assistance if packaging materials are not available to you.**
- For each individual box used, the maximum size is approximately 24” x 24” x 24” and the maximum weight is 150 pounds.
- Tape all seams on the bottom of the box shut with generous amounts of durable, wide (approximately 2 –inch or greater) packaging tape. If you are using an old box, ensure that it is clean enough to allow tape to adhere.

Step 2: Pack your electronic products in the box(es)

- Place electronic products in the box(es), surrounding them with generous amounts of cushioning material (such as newspaper, bubble wrap, foam, etc.) on the bottom, top, and sides.
- Do not send disassembled or broken monitors, loose batteries, or separate power cords and cables.
- Remove all batteries from your product. Do not send batteries. Batteries should be disposed of properly per your local municipal procedures.

Step 3: Seal and label your box(es)

- Tape each box closed-cover all seams with generous amounts of durable, wide (approximately 2-inch or greater) packaging tape.
- If your product contains glass, an LCD or a bulb, please write “FRAGILE” on each box with a durable marker.
- Attach the FedEx prepaid shipping label to the outside of the box
- Label your boxes by writing on them or attaching a label that says “Epson Product Recycling Center”. You do not need to write either “To or “From” addresses on the boxes.

Step 4: Take the box to a FedEx-designated drop off facility.

- To locate the nearest FedEx drop site, you may contact FedEx at 1-800-GOFEDEX (1-800-463-3339) or through the Internet at their website: <http://fedex.com/> and selecting Ship/Find Locations.

NOTE: If you are unable to drop off your package at a FedEx facility due to physical limitations OR do not have access to a FedEx facility in your area, please contact FedEx for a home pick up.