

## Recycle Program FAQs

### What can I recycle through this program?

Any Epson brand of computer equipment or peripherals on the drop-down menu are accepted. This includes Epson printers, scanners, digital cameras, laptops, computers and projectors.

For products not listed, including large format printers and professional equipment, products may be accepted by contacting us by [email](#) for special instructions.

For our State of **New York Customers**, Epson will accept for recycling one piece of electronic waste of any manufacturer's brand if offered by a New York State consumer with the purchase of Epson brand equipment of the same type. Please contact us by [email](#) or by calling our toll free number (866) 917- 5033 for special instructions.

### How many products can I return?

Our on-line service accommodates up to 10 Epson products. For larger requirements or non-Epson branded products, please contact us by [email](#) to make arrangements.

### Can I participate in the program without providing my email address or if I do not have an email address?

An email address is required to set up your account at the Epson Store and process your recycling order. If you do not have an email address, please contact us by calling our toll free number (866) 917-5033 for special instructions.

### What happens to the equipment I send in?

We recycle used products by shredding them at a licensed facility. After the shredding process, the materials are separated into ferrous and non-ferrous components and then sent to other mills for further processing.

### What if I send you the wrong products?

Once the equipment is provided to FedEx, it cannot be retrieved or returned to you. Please make sure you check the package contents prior to shipping.

### What do I do if I am having problems placing my recycle order on-line?

If you encounter any difficulties in utilizing our on-line service, please [contact us by email](#).

### What do I do if I have other questions about Epson's recycle program?

Please [contact us by email](#).

**Important Reminder:** Many electronic products are used to store personal information. Before donating or recycling your equipment, remember to remove all sensitive and personal information from its memory. Note that simply using your keyboard or mouse to delete files does not necessarily completely remove the information from your device's memory. Your local software store can provide you with the necessary drive cleaning software appropriate for your system.