

Personal Computing Recycling Services – Frequently Asked Questions



- Q:** How do I purchase the Personal Computing Recycling Service?
A: This service can be purchased either through the SMB Store or through your HP Authorized Reseller of choice.
- Q:** What type of equipment does this service cover?
A: Any HP or similar non-HP brand of monitor, desktop, workstation, notebook, thin client, Tablet PC and associated peripheral items.
- Q:** Where do I have to take my equipment?
A: Customers have the flexibility of either:

 - Calling FedEx to have them pick it up at your office (888-777-6040), or
 - Take to any FedEx drop-off location
<http://www.fedex.com/us/office/print/main/>
- Q:** How do I know that my equipment has been recycled?
A: Customers will receive a “Certificate of Destruction” once the product has gone through the recycling process.
- Q:** How does FedEx know that I have purchased this service and shouldn’t be charged for freight?
A: You will receive a package which includes a proof of purchase document, packing instructions and a FedEx shipping label. Provide a copy of the Proof of Purchase document to FedEx.
- Q:** Where can I get more information?
A: www.hp.com/us/recycle