



# s.t.a.r.program

The S.T.A.R. Office Collection Box program is a new service that offers free and easy-to-use collection and return containers that make recycling of empty Toner Cartridges simple and convenient. Office Collection Boxes allow users to simply deposit used cartridges in the box when they are empty. When full, simply seal the Office Collection Box and hand it to a UPS driver, or take the box to any UPS outlet, or call 1.800.PICKUPS for a pickup. The box includes a pre-addressed, pre-paid shipping label enabling free shipping from anywhere in the U.S. Depending on the cartridge model, each Office Collection Box can hold 10 to 15 or more empty cartridges.

## **Program Highlights/Benefits:**

- Designed for larger volume users of Samsung printers and supplies
- Simplifies recycling by eliminating the need to repackage and label individual cartridge returns
- Collection boxes, processing, and shipping both ways is Free
- Though designed for Samsung printer users, any brand of cartridge may be deposited in a S.T.A.R. Office Collection Box
- S.T.A.R. Office Collection Boxes can be used anywhere in the U.S.
- Simple, Pre-addressed return shipping
- Toll-Free, 24x7 800 number or Email ordering
- Saves energy and simplifies recycling processes

## **How to obtain S.T.A.R. Office Collection Boxes - follow these easy steps:**

- Call 1-866-332-4160, select the "Ordering Collection Box," option from the menu, and be prepared to give the operator full contact details including a contact telephone number, or;
- Email [starrecycling@greentec.com](mailto:starrecycling@greentec.com) and request Box # CB-GPTRB-S including contact name and company information, address, department/location, and a contact telephone number (if customers need more than one box, include that information in the request).



View of the Box # CB-GPTRB-S - S.T.A.R. Office Collection Box, measures 19 13/16" x 15 13/16" x 24 3/8"

## STAR Office Collection Box FAQ's

If you don't find the answer to your question here, please email [supplies@samsung.com](mailto:supplies@samsung.com).

### FAQ's

**Q: If I have two toners, can I put them in one box and mail them with the United States Postal Service Label found on [www.samsung.com/starus](http://www.samsung.com/starus), even if I'm not a part of the Office Collection Box recycling program?**

A: We encourage users to combine multiple empty cartridge returns in a single, larger box or by taping cartridges together as a unit. Sending multiple cartridges in one shipment saves energy. The only restriction is that any shipment must not exceed 20 lbs. in weight and if you plan to deposit the return in a USPS Post Office box, the package must fit the box opening. Sending multiple cartridges in one shipment saves energy and is good for the environment. The only restrictions are that any package must not exceed 20 lbs. in weight and please use secure shipping tape when bundling multiple cartridges together; DO NOT tie empty cartridge boxes together with string or rope – the post office may refuse to accept them.

**Q: When should I use the Office Collection Box recycling program versus just a "few" cartridges?**

A: We suggest you use the bulk collection program if regular office activity produces several empty toner cartridges per month. This level of empties volume would require one or more Office Collection Boxes per year and would greatly simplify cartridge recycling in your office.

**Q: What is the best way for me to get my toner shipped for recycling?**

A: Business users wishing to return empty Samsung cartridges should simply print a pre-addressed, pre-paid United States Postal Service Label from [www.samsung.com/starus](http://www.samsung.com/starus). Some cartridge boxes may contain a pre-addressed FEDEX return label; if so, simply apply the proper Fed Ex Label (U.S. address label – Buffalo, NY - for U.S. returns, Ontario Canada address label for Canada returns) to your empty cartridge box and call Fed Ex to let them know you have a pickup.

**Q: I am having problems printing a label from the Web site. Who should I contact?**

A: Some users have difficulty because of corporate security firewalls or a browser cache that needs refreshing. Business users with an IT support department should contact them concerning this problem before contacting Samsung and use the “Refresh” or “Reload” function in your browser. Still unable to print a label? Email [jmcintyre@sea.samsung.com](mailto:jmcintyre@sea.samsung.com) with your name, company, address, department/location, and a contact telephone number.

**Q: I am not a business, how do I apply for the Office Collection Box program?**

A: Any user that consumes larger volumes of genuine Samsung cartridges can use this program. Call 1-866-332-4160 and follow the instructions. Be ready to provide name, address, and a contact telephone number; or please email your contact information to [starrecycling@greentec.com](mailto:starrecycling@greentec.com) and ask for Box # CB-GPTRB-S (if you need more than one box, include that information in any request).

**Q: What if I have an Office Collection Box and decide not to use it?**

A: Use the prepaid/pre-addressed return label included with the box to return the empty box. It will be reused or the cardboard will be recycled.

**Q: How can my business sign up to recycle toner?**

A: Register at [www.samsung.com/starus](http://www.samsung.com/starus) – and you will be able to print labels any time you need them. You should also consider adopting the Office Collection Box program.