T&Cs for Waygate Hardware Recycling Program

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS. BY OFFERING EQUIPMENT AT THE END OF ITS LIFE TO A THIRD-PARTY SERVICE PROVIDER IDENTIFIED BY WAYGATE FOR WASTE ELECTRIC AND ELECTRONIC EQUIPMENT MANAGEMENT, YOU ARE INDICATING THAT YOU HAVE READ AND AGREE TO BE BOUND TO THESE TERMS AND CONDITIONS.

T&Cs for the fulfillment of a take-back request

The purpose of these T&Cs is for Waygate to provide a service to enable recycling of your end-of-life electric and electronic equipment ("EEE") purchased from Waygate. Upon acceptance of these terms and conditions, Waygate will be responsible for enabling the recycling of the Customers' end-of-life equipment.

NOTE: Waygate reserves the right to modify the terms and conditions applicable to the take back program at any time.

SERVICE ELIGIBILITY

This service is available to all Waygate customers, for any EEE required to be recycled as per standing legal obligations.

This service is available only for products purchased originally through Waygate or equipment that is part of a 1:1 Waygate replacement sale.

SERVICES PROVIDED TO THE CUSTOMER

To the extent where Waygate is required to fulfill such obligations, pick-up, transportation and recycling of the EEE will be provided free of charge by a third-party service provider for the Customer.

1. Recycling in accordance with all applicable laws
2. Certificate of delivery
3. Pick-up from customer's facility and transportation to a duly authorized recycling facility selected by Waygate service provider.

In Jurisdictions where Waygate has no obligation to provide for financing for pick-up and transportation, the cost for pick-up and transportation of the EEE shall be quoted to the Customer directly by a third party independently of Waygate, and the cost for any and all such arrangements shall be charged to the Customer.

Additional services paid for by the customer independent of Jurisdiction

1. EEE removal[1]
2. EEE packaging for transportation[2]
3. Serial number tracking
4. In the event the EEE is located offshore, transportation to an onshore location for pick-up

UNDER NO CIRCUMSTANCES WAYGATE WILL DELIVER SERVICES OUTSIDE OF THE SCOPE OF THE OBLIGATIONS. WAYGATE WILL PARTICIPATE IN NO TRANSACTION OR OPERATION RELATED TO SERVICES PAID FOR BY THE CUSTOMER IN ADDITION TO WHAT IS PROVIDED FREE OF CHARGE AS PER MANDATORY REQUIREMENT.

[1] This service consists of removing EEE from locations at the customer site to the loading area. It does not include any EEE unplugging, disconnecting and dismantling services.

[2] This service consists of supplying transportation packaging materials (pallets, boxes). It excludes packing the end-of-life EEE into the transportation packaging.

CUSTOMER RESPONSIBILITY

- The Customer needs to ensure EEE is free from contamination by chemicals, biological agents or other substances that are not integral to the original new EEE.
- The Customer warrants that they have clear and merchantable title to the EEE for which a take-back request is being placed.
- The Customer will ensure that the collected end-of-life EEE matches the EEE description contained in the original Customer's order placed with Waygate.
- The Customer is responsible for the deletion of all confidential data that may be contained within the end-of-life EEE. The Customer acknowledges that Waygate will not be in any way responsible for confidential data that is not removed from the end-of-life EEE. Waygate will not be able to return units once they have been picked up / delivered.
- In case additional services are requested, these will be agreed upon directly with a third party provider, without any participation by Waygate in the transaction and the operation. The Customer is responsible for such services to comply with the payment terms & conditions required for the service delivery, previously communicated.

Organization of pick-up at customer site:

- The Customer will provide a representative on site the day of the pickup to direct Waygate's service provider to the appropriate EEE. The Customer will be responsible for any costs incurred if incorrect EEE is released to Waygate's service provider.
- The Customer will ensure the EEE is ready and available for pick-up on the date agreed upon by the Customer and Waygate's service provider.
- The Customer will centrally consolidate the end-of-life EEE at a ground floor location, close to a loading area. Should it not be the case, the Customer will request for this additional service ("EEE removal")
- The Customer will ensure the EEE is in a moveable condition, with loose items packed in boxes / containers on wooden pallets as necessary. Should it not be the case, the Customer will request for this additional service ("Packaging for transportation")
- The Customer will ensure vehicles can be parked in front of the building and declare site access issues in advance.

PROCESS DESCRIPTION

- Pick-up will be scheduled on normal business days, during business hours, excluding public holidays. They must be scheduled a minimum of 5 business days prior to pick-up requested date.
- Once the take-back request form has been submitted, a notification message will be sent to the customer email address within one working day. The notification message will contain the request number, as well as a copy of the form.
- For additional services paid for by the customer, Waygate's service provider will generate and send a quote within maximum 4 working days after receipt of all required information from the requestor. The quote is valid for a period of at least 6 weeks.
- After acceptance of the quote by the customer, Waygate's service provider will contact customer to finalize pick up details.
- Once customer's EEE has been disposed of, a certificate will be provided to the customer within one month of processing the material.