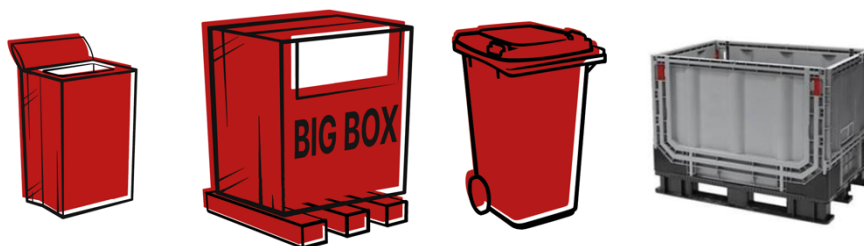


CONSUMABLES RECON- DITIONING – A CLEAN AFFAIR

User manual for ordering
and disposal of boxes



INTRODUCTION

Sustainability is an important part of Canon's corporate philosophy.

We take responsibility and aim to minimise our impact on the environment. Proper recycling and disposal of products, product components and production waste are an important part of this endeavour.

Consumables labelled as electronic waste must be collected separately and should not be disposed of with normal household waste.

We have summarised the exact procedure for you below.

**Together we can make the world a little more sustainable.
Let's take this path with responsibility and commitment!**



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1. LANDINGPAGE



Please log in to the Partner Portal to order new recycling boxes or to order collection and disposal:

<https://canon.eu.zifto.com/-/page/homedach>

ANMELDEN BEI PARTNER PORTAL

Bitte geben Sie unten Ihre Zugangsdaten ein

[Ich habe mein Kennwort vergessen.](#)



2. AREA



Under the heading „Service“ you will find the page „Service Order for Canon Trading Partner“.

https://canon.eu.zifto.com/-/page/OnePager_TonerRecycling

This is how the return process works:

1

Please complete this form online and send it to us.

Note:
Please only register completely filled collection boxes for collection.

2

You or your customer will then receive an order confirmation and a return label or forwarding order by e-mail – please print this out and stick it clearly visible on each package. Please note that the processing time is 4 - 6 working days.

Dealer *

Authorized persons of the dealer *

Company/Customer *

Contact Person of the customer *

Street and House number *

Postcode *

Place *

E-mail for return label and order confirmation *

Telephone number *

Collection times/special features *

Disposal of printer cartridges *

☐ The 'Classic' red box (collection by parcel service) 80×60×40 cm – 192 l – max. 25 kg
☐ The 'Classic' red box (collection by transport service) 80×60×40 cm – 192 l – max. 25 kg
☐ The 'Big Box' red box 120×80×110 cm – 1.056 litres
☐ The red bin Plastiktonne – 240 litres
☐ The red box 'COLLICO' plastic box 121×81×90 cm – 825 litres

Ordering new collection containers *

☐ The 'Classic' red box (delivery by parcel service) 80×60×40 cm – 192 l – max. 25 kg
☐ The 'Big Box' red box 120×80×110 cm – 1.056 litres
☐ The red bin Plastiktonne – 240 litres
☐ The red box 'COLLICO' plastic box 121×81×90 cm – 825 litres

Remarks/requests

Pitch/pitches *

Forklift required? *

☐ Yes ☐ No



3. COLLECTION / DELIVERY ORDERS

Please enter all the necessary information at the top of the page.

Dealer *	Authorised persons of the dealer *
<input type="text"/>	<input type="text"/>
Company/Customer *	Contact Person of the customer *
<input type="text"/>	<input type="text"/>
Street and House number *	Postcode *
<input type="text"/>	<input type="text"/>

At the bottom of the page you can order the delivery / collection of recycling boxes, bins and other containers.

To do this, select the desired quantity of the respective item in the drop-down menu.

Disposal of printer cartridges * <ul style="list-style-type: none"> <input type="checkbox"/> The 'Classic' red box (collection by parcel service) 80×60×40 cm - 192 l - max. 25 kg <input type="checkbox"/> The 'Classic' red box (collection by transport service) 80×60×40 cm - 192 l - max. 25 kg <input type="checkbox"/> The 'Big Box' red box 120×80×110 cm - 1.056 litres <input type="checkbox"/> The red bin Plastiktonne - 240 litres <input type="checkbox"/> The red box 'COLLICO' plastic box 121×81×90 cm - 825 litres 	Ordering new collection containers * <ul style="list-style-type: none"> <input type="checkbox"/> The 'Classic' red box (delivery by parcel service) 80×60×40 cm - 192 l - max. 25 kg <input type="checkbox"/> The 'Big Box' red box 120×80×110 cm - 1.056 litres <input type="checkbox"/> The red bin Plastiktonne - 240 litres <input type="checkbox"/> The red box 'COLLICO' plastic box 121×81×90 cm - 825 litres
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- **Red Box „Classic“:** Up to three recycling boxes are collected by parcel service. As soon as the parcel is labelled with a return label, you can hand it over to the parcel service provider at any time.
- **Collico plastic box:** Suitable for use on outdoor pitches.
- **Pick-up by transport service:** If you have four or more recycling boxes, they will be collected by our own transport service. If there are special reasons – such as a weight of over 25 kg or a location that is not served by the usual parcel service providers – please select the 'Collection by transport service' option.

Our dispatch team will contact you after your order to discuss the best collection option. You will receive a reminder email one day before collection.

Sustainability tip: Order delivery and collection in one parcel.



4. PROVIDING INFORMATION

Please give us as much information as possible.
This makes collection easier and helps to avoid misunderstandings.

Place *	E-mail for return label and order confirmation *
<input type="text"/>	<input type="text"/>
Telephone number *	Collection times/special features *
<input type="text"/>	<input type="text"/>
Remarks/requests	Pitch/pitches *
<input type="text"/>	<input type="text"/>
Forklift required? *	
<input type="radio"/> Yes <input type="radio"/> No	



5. CONTACT DETAILS FOR PICK-UP AND DELIVERY

The recipient specified on the page will receive an e-mail with a sign to be attached to the recycling box. The sign indicates that **only Canon consumables may be collected in this recycling box**.

The recipient also receives return labels and delivery notes by e-mail.

Attention: Please enter the e-mail address to which the shipping labels and further communication should be sent here.

E-mail for return label and order confirmation *
<input type="text"/>



6. SEND ORDER

Finally, click on **'Send'**.

You will receive a confirmation email with a summary of your order.

Your order will be processed by our scheduling team, who will automatically contact you with all the necessary information.



ADDITIONAL INFORMATION

Sustainability and the environment are particularly important to us. To simplify the disposal of consumables for you and to fulfil our obligations in this regard and fulfil our obligations in this regard, we have concluded an agreement with the waste disposal company 'Rote Boxen'.

We have summarised all the important points and the procedure in the attached document.

Please note that **collection from end customers only takes place if they have been registered in advance.**

Please fill in the corresponding form in the [Partner Portal](#)

Only toners with chips are disposed of free of charge! Everything else is subject to a charge and will be invoiced to the partner at the following rates:

- **Disposal Empty toner cartridges without chip** (150110*): 0,94€/kg
- **Disposal of toner waste** (080312*): 0,94€/kg
- **Additional handling/package** (if necessary): 28,00€
- **Waste verification fee** (as agreed): 5,00 €

- **Delivery of the new recycling boxes:**
In the case of collection by the parcel service, this usually takes place before the new delivery. In the case of the haulage company and our own transport service, the exchange takes place on a 1:1 basis.

- **Orders may only be placed from the Partner Portal.**

- **Use of the recycling boxes:**
The recycling boxes are intended **exclusively for Canon consumables**. The Red Box team will advise you of this by telephone and sort each collection individually.

- **Ensuring correct delivery:**
Each customer is created with an individual customer number. Orders that do not match are checked.

- **Collection at designated points:**
The recycling boxes are only collected from the designated collection points.

- **Packaging of the empty toner:**
To do this, use the outer packaging of the new toner to take it to the collection box.

- **Order other recycling boxes:**
If a different container is required, this can be selected within the order.

- **Collection of cardboard recycling boxes:**
Cardboard recycling boxes from other service providers can also be collected, provided they meet the requirements and are filled with Canon consumables.

- **Specify the dimensions of the box:**
Please be sure to specify the dimensions of the filled box and make sure that the box is ready for dispatch.