

HP Planet Partners Customized Recycling Service (US and Canada)

HP Eco Solutions program



Program overview

HP offers a convenient, well controlled, and safe recycling and disposition service for displaced computer equipment. HP's recycling service helps customers achieve a sense of environmental awareness, improve security of material and data, and alleviate the headache of managing retired assets. This program is designed to serve the needs of small to enterprise businesses and the public sector.

Through HP Planet Partners, none of the electronics are sent to landfills, but instead are shipped to best-in-class recycling locations in the US and Canada.

Certificates of Destruction and specialized reporting are available upon request. All data residing on storage devices will be destroyed in the recycling process. The recycling process is in compliance with all applicable EPA standards.

Customized recycling service:

- Is applicable across all computer, printing and IT equipment, HP or non-HP brand
- Provides quotes to recycle all products
- Coordinates logistics by making shipping arrangements including multi-location pickup, sorting, packaging, and palletizing as required
- Provides certificate of destruction as needed
- Provides specialized reporting as needed
- Provides timely, accurate payment reconciliation and remittance

Why recycle?

Recycling reduces environmental impacts associated with waste disposal and reduces the need for raw materials and energy to manufacture new products.

Data security and the environment

The risks in disposition and asset recovery of IT equipment can be significant if not properly managed. Data security tops the list. Surplus equipment may contain customer account information or other proprietary data that must be secured, then thoroughly erased or destroyed.

Environmental concerns are also critically important. Electronic equipment can contain metals and other substances that must be refurbished or recycled properly. Careless handling can endanger people and the environment, and expose the enterprise to legal liability and damaging publicity.

1. Old IT equipment received at the recycling facilities are sorted and disassembled for shredding



Brand impairment risk

The risks in disposition of IT equipment can be significant if not properly managed. It is important to use a partner that is knowledgeable about privacy and environmental issues

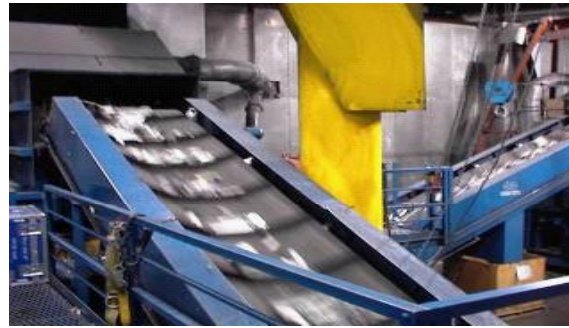
"But as the e-waste industry proliferates—some 1,200 mostly tiny companies generated revenue of more than \$3 billion last year—it has also become enmeshed in questionable practices that undercut its environmentally friendly image."

Business Week – **"The Dirty Secret of Recycling Electronics"** – Oct. 15th, 2008

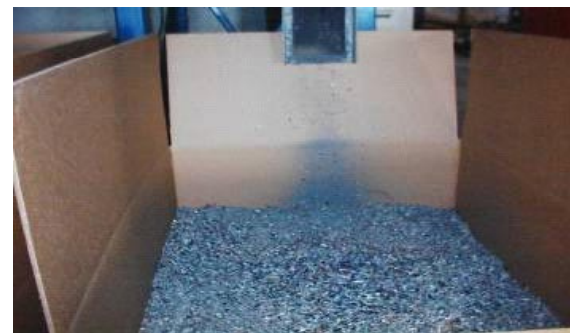
"This is a story about recycling - about how your best intentions to be green can be channeled into an underground sewer that flows from the United States and into the wasteland."

60 Minutes – **"Following The Trail Of Toxic E-Waste"** – Nov. 9th, 2008

2. Conveyor belts transfer equipment from one shredder to another; products are ground into small pieces (3/4 inch/1.905 cm)



3. A vibrating screen separates the materials into individual recycling streams



4. Materials are then processed into their raw forms so they can be used in automotive parts, microchip processing trays, serving trays, spools, hangers and other everyday products

Our hardware recycling process

We have partnered with recyclers that have state-of-the-art recycling facilities which process each return in an environmentally responsible manner through a multi-phase recycling process.

This process ensures that all electronics are recycled and kept out of landfills.



How to get a customized quote

There are two easy ways to get a quote:

Option 1: Visit our web site and obtain a preliminary quote for the cost of recycling.

Go to: www.hp.com/recycle then select your country in the Hardware products category and hit "Go." Look for links for a customized recycling quote for businesses, government, and other non-consumer groups or that say "proceed to quote."

Complete the steps on these pages to identify type of equipment to be recycled and the packaging in the which the equipment will be shipped. The tool will provide you an estimate for the cost to recycle the equipment. If you would like a full quote including logistics (packaging and transportation), submit the request through the web site. A formal quote including recycling, logistics and any other special requests will be e-mailed within 48 hours.

Option 2: E-mail our quote team directly.

E-mail requests to recycling.quote@hp.com

Our team will create a customized quote for you within 48 hours. To ensure an accurate quote include the following in your e-mail:

- Company Name
- Contact name, phone and e-mail
- Address(es) for the location of the equipment
- Description of all items and quantities to be recycled
- Indicate if logistics will be needed, including transportation and packaging (also explain any special needs at the pick up location)
- Identify if a Certificate of Destruction or serial number reporting is needed

If you have used our service in the past please make note of that in your e-mail.

Estimated pricing

Prices below are for recycling costs only; they do not include packaging and/or transportation costs. Conservative packaging and transportation costs can be approximated using \$0.24/lb and \$0.29/lb, respectively. All cost are expressed in US Dollar.

Pricing Estimates: HP and non HP-brand products	Recycling Cost
All-in-ones, multifunction products	\$ 8
External components (drives, docking stations, speakers)	\$ 1
Handhelds (PDAs, calculators, cameras, smartphones)	\$ 1
Ink printers (inkjet, dot matrix, desktop printer)	\$ 4
Laser printers (LaserJet, fax machine)	\$ 9
Monitors	\$ 10
PC - desktops	\$ 5
PC - notebooks, tablets, netbooks	\$ 2
Network equipment (routers, hubs)	\$ 3
Scanners	\$ 2
Servers/storage (mainframe, cabinets)	\$ 160
Net servers	\$ 13
Copiers	\$ 110
Large format printers (plotters)	\$ 32
UPS devices	\$ 26

Equipment not listed can be estimated using \$0.20/lb for recycling.

Products covered by this service

- Desktops/Workstations/Notebooks/Tablet PCs
- PDAs/Cameras
- Monitors (CRT and LCD)
- Servers/Storage and Networking products
- Printers/Copiers/Scanners/Fax machines
- Large format printers
- Projectors
- UPS devices
- External components (drives, docking stations, speakers, keyboards, mice)

Products NOT covered by this service

- Entertainment centers
- Loose batteries
- Any items considered hazardous material
- Office equipment (chairs, desks, etc.)

Did you know?

- HP has been recycling electronics since 1987
- HP's partner recycling facilities are ISO 14000 certified and we have been a member of the US EPA Plug-In to eCycling since 2004
- HP has recycled more than a billion pounds of electronics since 1987
- HP has a goal to recycle 2 billion pounds of electronics by the end of 2010

Other end-of-life options

Donation

HP makes it easy to donate your used computer equipment. This program is made possible through a partnership with the National Cristina Foundation (NCF).

For more details visit: www.hp.com/hpinfo/globalcitizenship/environment/recycling/unwanted-hardware.html

Trade-in

HP Trade-In offers users the opportunity to capture the fair market value of aging technology and upgrade to new HP technology.

For program details visit: www.hp.com/go/tradein

Asset recovery return for cash

HP Financial Services will pay your company for qualified computer equipment you no longer want or need. Equipment will be refurbished and resold. All data will be removed to ensure data security.

For information in the United States and Canada, visit: www.hp.com/hpfinancialservices/assetrecovery

Interested in recycling Original HP inkjet and LaserJet cartridges for free? visit: www.hp.com/recycle

For more information

To read more about HP end-of-life programs and other HP environmental topics, go to www.hp.com/ecosolutions

To learn more, visit www.hp.com/recycle

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA0-xxxxENW, May 2009

