

» HP Home

» Products & Services

» Support & Drivers

» Solutions

» How to Buy

» **Contact HP**



Frequently asked questions

» **Environmental sustainability**

» Hardware recycling

» Supplies recycling

» Request shipping material

» Print HP LaserJet label

» Packaging instructions

» Non-returnable supplies

» **Frequently asked questions**

- » What is the HP printing supplies recycling program?
- » Why does HP offer a printing supplies recycling program?
- » Does the HP printing supplies recycling program recycle both Inkjet and LaserJet print cartridges?
- » Where can I get more information on this program and how do I recycle my printing supplies?
- » What happens to the printing supplies when they are returned?
- » Does HP use recycled materials in packaging and is the packaging recyclable?
- » Does HP use materials from the recycling program in the manufacture of new print cartridges?
- » Does HP have environmental stewards that manage their programs?
- » Does HP pay for return of empty print cartridges?
- » Don't you think more people would be motivated to return cartridges if you offered a financial incentive?
- » Does HP recycle other printing supplies besides its own?
- » Do you use a partner to help you recycle?
- » Why is it in HP's best interest to promote this program? Doesn't it cost money?
- » Where can I get more information on the chemical materials used in HP printing supplies?
- » Where can I get more information on HP's commitment to the Environment?

Q: What is the HP printing supplies recycling program?

A: The HP printing supplies recycling program provides our customers with a way to return and recycle original HP print cartridges and engine consumables free of charge. Established in 1991, the HP toner cartridge return & recycling program is now available in more than 48 countries worldwide, providing 89% of the world markets where HP products are sold with this service. Since 1991, HP has recycled over 47 million LaserJet print cartridges worldwide, diverting nearly 60,000 tons of material from landfills.

In 1997, HP also began a return and recycling program for Inkjet cartridges. Today, this program is available in more countries than any other Inkjet manufacturer in the world. The HP Inkjet program is offered in five major markets around the world and continues to grow. HP recycles more than 3 million pounds of Inkjet cartridges a year.

[» Back to top](#)

Q: Why does HP offer a printing supplies recycling program?

A: One of HP's longstanding values is our commitment to the environment. HP accomplishes this by both providing HP customers with inventive, high quality products and services that are environmentally sound, and by conducting our operations in an environmentally responsible manner. HP has demonstrated this support for nearly a decade, by offering a return and recycling program for our supplies. By participating in HP's printing supplies recycling program, you can help us in protecting the environment.

[» Back to top](#)

Q: Does the HP printing supplies recycling program recycle both Inkjet and LaserJet print cartridges?

A: Yes. HP currently has a return and recycling program for LaserJet supplies in many countries, and programs for HP Inkjet supplies in the United States, France, Germany, and Singapore. HP is also constantly evaluating print cartridge take back programs around the world, with several countries currently under assessment. To show our environmental leadership, HP offers return and recycling programs for print supplies in more countries than any other printing supplies manufacturer in the world.

[» Back to top](#)

Q: Where can I get more information on this program and how do I recycle my printing supplies?

A: Information about this program and how to recycle your printing supplies can be found in the recycling guide contained in original HP LaserJet print cartridge boxes, or on the HP recycling website for LaserJet and Inkjet supplies at

<http://www.hp.com/hpinfo/globalcitizenship/environment/us/usrecycle.html>. Recycling your empty cartridges is easy.

» [Back to top](#)

Q: What happens to the printing supplies when they are returned?

A: (HP LaserJet printing supplies): HP's toner cartridges are bulk shipped to our recycling partner's facilities around the world where they are sorted by model type. The cartridge box and packing materials are separated from the cartridges and recycled independently. Using proprietary processes, materials such as plastic cartridge housings and metal parts are crushed into small chips and made into a raw material that can be used in a variety of other plastic and metal products. Plastic is the largest byproduct of the recycling process and HP's recycling partner constantly seeks out appropriate uses for these plastic materials. Examples of products made from recovered plastic include cable spools, clothing buttons, tractor parts, food trays, eyeglass cases and acoustical coatings for soundproofing in residential homes.

(HP Inkjet printing supplies): Returned Inkjet cartridges are processed at HP recycling facilities around the world. At these facilities, Inkjet cartridges are sorted, crushed, and separated into their component parts, which are then used to make new plastic and metal products. Depending on the cartridge model, HP is able to recycle up to 65% of the Inkjet print cartridge by weight. The remaining parts that cannot be recycled (ink, foam & composite parts) are disposed of in an environmentally responsible manner. Each year, HP recycles more than 1000 tons of our Inkjet cartridges, including those returned from our customers, and those returned from our manufacturing facilities. Examples of products made from recycled Inkjet cartridge materials include; film, gold and copper for electronics and electrical equipment, automobile parts, coal mining safety devices, and trays used in microchip fabrication processes.

» [Back to top](#)

Q: Does HP use recycled materials in packaging and is the packaging recyclable?

A: (Applicable to all printing supplies): All packaging received into HP's return and recycling program is recycled as part of this program. Packaging that is not returned to HP is designed, whenever possible, so that it can be easily recycled using municipal recycling programs.

(HP LaserJet printing supplies): HP has made great progress in increasing the recyclability of our packaging for LaserJet supplies. Some of our accomplishments include:

- The paperboard box and packaging inserts are recyclable through most municipal solid waste recycling programs.
- The end caps, which protect the cartridge if dropped, are molded from 100% post-consumer recycled paper-pulp in most products and can be recycled anywhere cardboard is recycled. In a minority of products, polystyrene end caps are used, which can be recycled anywhere that polystyrene recycling is available.

- Corrugated sleeves that secure the cartridge within the box of most products can be recycled where cardboard recycling is available.
- The metallicized bags, which protect the LaserJet cartridges from moisture damage, were replaced with recyclable polyethylene bags.
- All of our in-box literature is printed on recycled paper using soy-based inks.
- The cartridge box also contains recycled material and is recyclable where cardboard recycling is available.
- Monochrome toner cartridges are shipped in polyethylene bags that can be recycled where recycling is available.

(HP Inkjet printing supplies): HP has also made great progress in increasing the recyclability of our packaging for Inkjet supplies. Some of these accomplishments include:

- In North America, paperboard used for Inkjet cartridge packaging is made from 100% recycled material, allowing all Inkjet supplies to carry the RPA 100 symbol on these boxes.
- The paperboard box and packaging inserts can be recycled through municipal solid waste recycling programs offering these types of recycling programs.
- The polystyrene trays, which protect the print heads and cartridges from being damaged if dropped, can be recycled anywhere polystyrene recycling programs exist.
- The plastic "clamshell" that is often required by retail companies to deter theft can be recycled where PVC (polyvinyl chloride) recycling programs exist.

[» Back to top](#)

Q: Does HP use materials from the recycling program in the manufacture of new print cartridges?

A: (HP LaserJet printing supplies): For some LaserJet print cartridge models several parts are analyzed for reuse using strict inspection procedures and tests. If these parts pass inspection, they are cleaned and made available to be used in the production of new cartridges.

(HP Inkjet printing supplies): HP does not reuse Inkjet cartridges or Inkjet cartridge parts in the manufacture of new Inkjet cartridges.

[» Back to top](#)

Q: Does HP have environmental stewards that manage their programs?

A: HP assigns environmental product stewards to all new products under development. These specialists have the role of educating and guiding product design teams on how they can reduce the impact of their product on the environment during production, use, and disposal. Throughout the product design and manufacturing process, HP applies Design for Environment principles which include increasing production efficiencies, reducing energy consumption during product

use, and end-of-life take back and recycling. Some of the steps we've taken to improve the environmental performance of our products include:

- Reducing hazardous materials, waste, and emissions in the manufacturing process.
- Reducing cartridge failures.
- Reducing the number of parts in our print cartridges.
- Decreasing the number of plastic resins used in LaserJet cartridges.
- Making sure all cartridge-manufacturing sites are ISO 14001 certified.
- Specifying environmental standards for our suppliers.
- Using less material overall and more recyclable material in our packaging.
- Developing end-of-life solutions for empty Inkjet and LaserJet cartridges.

Additional information about HP's environmental programs and initiatives can be found at: www.hp.com/environment

» [Back to top](#)

Q: Does HP pay for return of empty print cartridges?

A: HP does not offer financial incentives for returning empty print cartridges. We do offer a free, easy to use, recycling program for our original LaserJet and Inkjet print cartridges. HP offers a return and recycling program to support our company's commitment to the environment.

With the HP printing supplies recycling program, customers can choose to buy Hewlett-Packard printing supplies that offer the highest quality and reliability in the industry, and still be environmentally responsible by recycling their used printing supplies through the service we provide. The HP printing supplies recycling program provides our customers with an environmentally responsible alternative to throwing empty print cartridges into local landfills. HP provides return and recycling services free of charge to our customers.

» [Back to top](#)

Q: Don't you think more people would be motivated to return cartridges if you offered a financial incentive?

A: Customers around the world have participated in HP's printing supplies recycling program for years because they know HP recycling programs are what is best for the environment. Customers participate in doing what is best for the environment by helping to reduce the amount of waste that goes into landfill. HP customers are motivated by the knowledge that their used printing supplies are being recycled into other products and uses.

Consumers recycle office paper and household goods such as newspaper, cans and bottles without financial incentive because they know they have a shared responsibility; customers use these products, and feel the need to dispose of them properly. With HP printing supplies recycling programs available throughout the world, customers receive our program positively.

[» Back to top](#)

Q: Does HP recycle other printing supplies besides its own?

A: No. HP collects and recycles only its own HP original printing supplies because the end products of our recycling process are used in the manufacture of other products. An important part of this process is ensuring a specific composition and makeup of the materials we process. To do that, we recycle only HP original printing supplies.

[» Back to top](#)

Q: Do you use a partner to help you recycle?

A: (LaserJet print cartridges): Yes. Once the cartridge has been returned, the cartridge recycling process involves multiple vendors, including companies that use the materials after processing in the manufacture of other products. And, remember that the customer is our first, and in many ways, most important partner, they make the decision to recycle their printing supplies with HP.

(Inkjet print cartridges): Yes. In the US, we enlist the US Postal Service and United Parcel Service to collect and return cartridges. In other countries we use similar shipping companies. Once the cartridges have been returned, HP works with some of the most advanced recycling organizations in the world to recover and recycle materials from used HP Inkjet print cartridges. Because of the manner in which they are constructed, the cartridges cannot effectively be recycled using conventional, commercial processes. Today, HP continues to invest considerable time, effort, and money in research and development efforts directed towards improving recycling capabilities and recovering greater percentages of reusable materials from used Inkjet cartridges.

[» Back to top](#)

Q: Why is it in HP's best interest to promote this program? Doesn't it cost money?

A: HP printing supplies recycling program is offered as a service to our customers. HP provides our customers with this program because our customers want it, our communities expect it, and HP has a strong commitment to the environment. We want our customers to feel assured that they can buy HP printing supplies and know that they can recycle them at end of life.

"Our goal is to provide our customers with products and services that are environmentally sound throughout their life cycles and to conduct our business worldwide in a responsible manner."
Excerpt from Hewlett-Packard's Commitment to the Environment 1998, endorsed by HP CEO Carly Fiorina March 2000.

[» Back to top](#)

Q: Where can I get more information on the chemical materials used in HP printing supplies?

A: Material safety data sheets for many HP print cartridges can be obtained by visiting the HP website www.hp.com/go/msds

» [Back to top](#)

Q: Where can I get more information on HP's commitment to the Environment?

A: www.hp.com/environment

» [Back to top](#)

« [Previous](#)

 [Printable version](#)

[Privacy statement](#)

[Using this site means you accept its terms](#)

© 2004 Hewlett-Packard Development Company, L.P.