

Frequently Asked Questions

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My account and locations

How do I update my user account information?

Click on My account, and then on the "Edit" tab displayed under your email address. When you are done with your changes, click on the "Save" button at the bottom of the page.

How do I change my password?

Click on My account, and then on the "Edit" tab displayed under your email address. Enter your current and new password in the required fields, and then click on the "Save" button at the bottom of the page.

How can I change/update my email address or company name?

The data in these fields is fixed and you cannot change/edit it yourself. If changes in these fields are necessary, please contact us using the contact form.

How do I view the list of locations registered under my account?

Click on Show locations to view the list of locations registered under your account.

How do I add a new location to my account?

To add a new location to your account please contact us using the contact form.

How do I edit the details of one of my locations?

To edit the details of one of your locations please contact us using the contact form.

How do I delete one of my locations?

To delete one of your locations please contact us using the contact form.

How do I request the creation of a new user account using for myself or for one of my colleagues, using a different email address?

To request the creation of a new user account with a different email address, please contact us using the contact form.

One or more service options are not available for me. Why is that?

When setting up your account, in order to prevent any future order mistakes, we enable only the service options we expect you to use based on your company profile and on the agreed delivery/collection setup.

Order boxes

When should I select this service option?

Select this service option to order new HP collection boxes in small parcel shipments only when your return volume is low (few boxes per month). If that is not the case, it is always best to order new HP collection boxes in full pallets, to optimize delivery/transportation costs.

How long does it take for the new boxes I ordered to be delivered to my address?

Normally it will take up to 5 business days for our carrier to deliver the boxes to your address.

The new boxes I ordered have not yet been delivered. How can I check the status of my order?

Normally it will take up to 5 business days for our carrier to deliver the boxes to your address. If you entered your order more than 5 business days ago and your boxes have not yet been delivered, please contact our customer support team using the contact form. Your order number is needed to track and trace your order.

When my new (empty) boxes are delivered, can I also return my full boxes containing used cartridges to the delivery carrier?

No, as delivery and collection orders are not fulfilled simultaneously or by the same carrier. If you have full boxes or pallets ready for collection, please enter an order to return boxes or pallets.

How many boxes can I request per order?

You can request 1 to 10 boxes per order. Please do not order more boxes than what you actually need, and make sure they are used for the purpose of this program only. HP controls the number of boxes delivered and returned to prevent any misuse.

How often can I order new boxes?

You can request new boxes whenever you need, but we suggest ordering not more than once per month.

What are the dimensions and capacity of HP's collection boxes?

Please refer to the table below for the dimensions and capacity of HP's collection boxes:

Box type	Box dimensions ¹	Box capacity
Small LaserJet box	60 x 40 x 60 cm	15 - 20 toner cartridges
Large LaserJet box ²	60 x 50 x 82 cm	25 - 30 toner cartridges
Small inkjet box	40 x 30 x 30 cm	100 - 120 inkjet cartridges
Large inkjet box	40 x 30 x 60 cm	150 - 200 inkjet cartridges

¹ Box dimensions: length x width x height

² The large LaserJet box is not available in some countries due to logistics restrictions.

Order pallet of boxes

When should I select this service option?

To optimize delivery/transportation costs this should always be your preferred option to order new HP collection boxes, unless your return volume is low (few boxes per month) and a full pallet of boxes would last you several months.

How long does it take for the pallet(s) of boxes I ordered to be delivered to my address?

Normally it will take between 1 and 2 weeks for our carrier to deliver the pallet(s) to your address. Our logistics carrier will contact you directly to make the necessary arrangements for the delivery of the pallet(s) and to inform you of the planned delivery date.

The pallets of boxes I ordered have not yet been delivered. How can I check the status of my delivery?

To check the status of your pallet delivery, please contact our customer support team using the contact form.

When the pallets of boxes I ordered are delivered, can I also return my full boxes/pallets containing used cartridges to the delivery carrier?

No, as delivery and collection orders are not fulfilled simultaneously or by the same carrier. If you have full boxes or pallets ready for collection, please enter an order to return boxes or pallets

How many pallets of boxes can I request per order?

You can request 1 pallet of inkjet boxes, and/or up to 2 pallets of LaserJet boxes per order. Please do not order more boxes than what you actually need, and make sure they are used for the purpose of this program only. HP controls the number of boxes delivered and returned to prevent any misuse.

What are the dimensions and capacity of HP's collection boxes, and the number of boxes per pallet?

Please refer to the table below for the relevant data:

Box type	Box dimensions ¹	Box capacity	Quantity per pallet	Pallet type	Pallet dimensions	Pallet weight
Small LaserJet box	60 x 40 x 60 cm	15 - 20 toner cartridges	56	Euro	120 x 80 x 100 cm	241,60 Kg
Large LaserJet box ²	60 x 50 x 82 cm	25 - 30 toner cartridges	52	Industrial	120 x 100 x 105 cm	318,72 Kg
Small inkjet box	40 x 30 x 30 cm	100 - 120 inkjet	90	Euro	120 x 80 x 90 cm	171,40 Kg

Box type	Box dimensions ¹	Box capacity	Quantity per pallet	Pallet type	Pallet dimensions	Pallet weight
		cartridges				
Large inkjet box	40 x 30 x 60 cm	150 - 200 inkjet cartridges	70	Euro	120 x 80 x 95 cm	201,00 Kg

¹ Box and pallet dimensions: length x width x height

² The large LaserJet box is not available in some countries due to logistics restrictions.

Return boxes

When should I select this service option?

To optimize transportation costs please select this service option to return HP collection boxes in small quantities only when your return volume is very low and not enough to fill one full pallet per quarter.

The web site does not allow me to enter an order to return my full boxes. How can I enter my order?

You can only enter an order to return boxes when the ordering period is open, from the 25th calendar day of every month until the 5th calendar day of the following month. You will receive an automatic notification by email every time a new ordering period starts.

Is it possible to enter an order to return boxes outside the ordering periods?

No, you can only enter an order when the ordering period is open.

I am not receiving automatic notifications when new ordering periods start. What should I do?

Please check your email spam and firewall settings to make sure our notifications are not being stopped/blocked by your system. If that is not the case, please contact us using the contact form.

I have just missed the deadline of the latest ordering period. Is it still possible to enter my order?

No, it is not possible to order after the end of the ordering periods. You will have to wait until the next ordering period in one month.

How long does it take for my boxes to be collected after I have entered my order?

Our logistics carrier will contact you directly to make the necessary arrangements for the collection of the box(es) and to inform you of the planned collection date.

I have full boxes sitting at different places in my location (e.g. next to printers, in different floors, etc.).

Will HP's carrier go around my office to gather all full boxes?

No, it is your responsibility to ensure that all boxes are consolidated in a single collection point at the address you have indicated, prior to the arrival of our logistics carrier.

How many boxes can I return per order?

You can return 1 to 10 boxes per order.

Can I return cartridges using different box types/sizes, other than HP's collection boxes?

We recommend that you always use HP's collection boxes, but depending on the packaging conditions it may be possible for us to accept cartridges in non-HP boxes. In any such case please check with us first prior to entering your order. Please use our contact form.

Is it possible to return refilled or remanufactured HP cartridges, or cartridges from other brands?

No, this program is available for HP original cartridges only.

Is it also possible to return original packaging material for recycling?

No, this program is for the recycling of HP original cartridges only. To reduce the amount of space required in the collection boxes, do not include any original packaging material. You should be able to place between 15 and 20 toner cartridges in each HP Small LaserJet box, and between 25 and 30 toner cartridges in each HP Large LaserJet box, on average.

Return pallets

When should I select this service option?

To optimize transportation costs this should always be your preferred option to return full boxes, unless your return volume is low (few boxes per month) and not enough to fill one full pallet per quarter.

The web site does not allow me to enter an order to return my full pallets. How can I enter my order?

You can only enter an order to return pallets when the ordering period is open, from the 25th calendar day of every month until the 5th calendar day of the following month. You will receive an automatic notification by email every time a new ordering period starts.

Is it possible to enter an order to return pallets outside the ordering periods?

No, you can only enter an order when the ordering period is open.

I am not receiving automatic notifications when new ordering periods start. What should I do?

Please check your email spam and firewall settings to make sure our notifications are not being stopped/blocked by your system. If that is not the case, please contact us using the contact form.

I have just missed the deadline of the latest ordering period. Is it still possible to enter my order?

No, it is not possible to order after the end of the ordering periods. You will have to wait until the next ordering period in one month.

How long does it take for my pallets to be collected after I have entered my order?

Our logistics carrier will contact you directly to make the necessary arrangements for the collection of the pallet(s) and to inform you of the planned collection date

I have full pallets sitting at different places in my location (e.g. next to printers, in different floors, etc.). Will HP's carrier go around my office to gather all full pallets?

No, it is your responsibility to ensure that all boxes are consolidated in a single collection point at the address you have indicated, prior to the arrival of our logistics carrier.

How many pallets can I return per order?

You can return 1 to 40 pallets per order.

Can I return cartridges using different box types/sizes, other than HP's collection boxes?

We recommend that you always use HP's collection boxes, but depending on the packaging conditions it may be possible for us to accept cartridges in non-HP boxes. In any such case please check with us first prior to entering your order. Please use our contact form.

Is it possible to return refilled or remanufactured HP cartridges, or cartridges from other brands?

No, this program is available for HP original cartridges only.

Is it also possible to return original packaging material for recycling?

No, this program is for the recycling of HP original cartridges only. To reduce the amount of space required in the collection boxes, do not include any original packaging material. You should be able to place between 15 and 20 toner cartridges in each HP Small LaserJet box, and between 25 and 30 toner cartridges in each HP Large LaserJet box, on average.

How should I prepare / pack my pallets for collection?

Please make sure your pallet(s) is/are loaded to optimal capacity (see reference table below), and that all stacked boxes are properly secured with a protective wrapping.

Pallet type (length x width x height)	Capacity
Euro pallet (120 x 80 x 194 cm)	12 Small LaserJet boxes (60 x 40 x 60 cm), stacked in 3 layers of 4 boxes each
Euro pallet (120 x 80 x 194 cm)	24 Large inkjet boxes (40 x 30 x 60 cm), stacked in 3 layers of 8 boxes each
Euro pallet (120 x 80 x 194 cm)	48 Small inkjet boxes (40 x 30 x 30 cm), stacked in 3 layers of 16 boxes each
Industrial pallet (120 x 100 x 178 cm)	8 Large LaserJet boxes (60 x 50 x 82 cm), stacked in 2 layers of 4 boxes each