

All Green Recycling Inc. (AGR) is committed to responsible recycling of all materials. We take a proactive and planned management approach to our business based on the Responsible Recycling (R2:2013) standard for industry best practices. Additionally, our management system foundation is structured according to the Recycling Industry Operating Standard (RIOS). RIOS includes generally accepted practices for quality management, environmental protection, and worker health and safety in the recycling industry. We not only subscribe to these standards, we hold ourselves accountable to each through independent audit and certification.

As required by these standards and incorporated into our management system, this information is provided as part of our proactive communication efforts. We respectfully request your cooperation in assisting All Green Recycling with maximizing its goals to promote environmental responsibility and worker health and safety.

**Communication:**

In addition to providing you information, we also value your feedback to help us improve our services. We welcome your comments and feedback at any time. Your first line of communications is through your salesperson. Occasionally you may be asked to respond to a survey regarding our services. You may also use our website to send comments or complaints.

<http://www.agreenrecyclingcompany.com/contact.html>

**Buyer Requirements:**

In most cases, signed proposals, contracts, statements of work or similar documentation will be used to facilitate expectations between you and AGR. In the absence of an over-arching agreement, a purchase order or sales order may be used. Specific requirements outside the normal market trends should be clearly documented. To be consistent and clear, it is recommended that the R2:2013 terms listed below be utilized in classifying the desired product for purchase. Changes to your requirements should be made in an addendum to the contract if they are universal. If requirements are changed for a specific order, please provide a purchase order with the written requirements. We want to ensure there is no miscommunication about your expectations.

**Products:**

All Green Recycling produces various products through our processing facilities. Products are managed both onsite and through our downstream buyers according to the R2:2013 and RIOS standards. Focus Materials (FMs) are controlled under the R2:2013 standard and require special handling, controls, and reporting to protect from environmental impacts and health and safety risks. FMs are any of the following materials, including untested or non-working equipment containing these materials.

1. **Circuit Boards** – contained in all electronic devices
2. **CRT Glass** – contained in older televisions and monitors
3. **Batteries** – contained in most electronic devices as a primary or secondary power source or to maintain electronic storage of basic device information.
4. **Mercury** – contained in mercury relays on circuit boards or in fluorescents lamps in LCD televisions, monitors, and copiers.
5. **Polychlorinated Biphenyl (PCBs)** – contained in older equipment, mostly in lighting ballasts, telecom equipment, and specialized military or laboratory grade equipment manufactured before 1979.

Owner: Management Representative	Published Revision: 1.0
Revision Date: 07/23/2014	PAGE: 1 of 6
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Any equipment or components containing these FMs that are not tested and determined to meet the working requirements of R2:2013, will require qualification of the buyer prior to purchase. Below are typical products available from AGR. The classifications are discussed after the product table below.

Product	Recycling	R2/Ready for Reuse	R2/Ready for Resale	R2 Ready for Repair
Laptops	X		X	X
Desktops	X		X	X
Printers	X			X
Medical Equipment	X			X
Laboratory Equipment	X			X
LCD Monitors	X		X	X
CRT Monitors	X			
UPS	X			X
Peripherals (keyboards, mice, ac adapters, etc)	X		X	X
Optical/Floppy Drives	X			X
Power Supplies	X			X
Batteries	X		X	X
Circuit boards	X			

R2:2013 has a specific classification of Reusable products.

- **Tested and Full Functions, R2/Ready for Reuse** – this equipment has been tested for full functionality and is expected to be ready for use by the end-user out of the box just like new equipment. Software, firmware, and drivers have been installed, there are no product defects, and no missing components/peripherals.
- **Tested for Key Functions, R2/Ready for Resale** – this equipment has been tested for the “key functions” to be working. Key functions are those critical to the use of the equipment. For example, a cell phone may be able to make calls, but the camera may not function. These devices are sold to resellers who will make the equipment ready for reuse.
- **Evaluated and Non-Functioning, R2/Ready for Repair** – this equipment has been evaluated and determined to still have a reuse market and is capable of being repaired for that intended reuse. It is evaluated to ensure the cost of testing or repair will not exceed the resale value of the equipment in a functional state. This equipment is sold to buyers with a particular niche for testing/repair of the equipment. The buyer may only resell this equipment as R2/Ready for Reuse or R2/Ready for Repair. Buyers must meet the qualifying requirements listed below.

All other equipment is classified for materials recovery (recycling), with the rare exception of specialty or collectible electronics. Buyers are subject to the qualifications below.

Owner: Management Representative	Published Revision: 1.0
Revision Date: 07/23/2014	PAGE: 2 of 6
Paper documents not stamped “controlled” are not official and should not be relied on. Always verify the official version of this procedure in a controlled copy in the online EHSMS	

**Qualifying Information:**

In accordance with the requirements of R2:2013, buyers of untested or non-functioning electronics containing FMs will need to be qualified before purchase. AGR has established extensive protocols for qualifying buyers. Preference is given to buyers who are already R2:2013 certified. The following is general information on the requirements you can be expected to maintain conformance as a qualified buyer. This is not a one-time evaluation. Annual updates and re-qualification will be required. Onsite audits may be necessary.

Classification of Product	Qualifications
R2/Ready for Reuse	Verify the equipment meets the buyer’s requirements Buyer accepts Product Return Policy
R2/Ready for Resale	Verify the equipment meets the buyer’s specifications or end user requirements Buyer accepts Product Return Policy
R2/Ready for Repair	Buyer must be R2:2013 Certified, -or-  Verify the equipment meets the buyer’s specifications Buyer has tools and expertise to test/repair equipment Buyer only resells tested and working equipment – buyer cannot resell untested or non-functioning equipment for repair by another vendor Buyer meets the requirements under R2/Ready for Resale or R2/Ready for Reuse provisions Buyer manages non-working or non-sellable equipment in accordance with R2:2013 recycling requirements (see below)
Recycle	Agree to manage Focus Materials according to AGR’s FM Management Plan  Document the throughput of materials inbound to outbound, and downstream through all vendors. A disclosure of all downstream vendors of Focus Materials and locations is required.  <u>If not R2:2013 certified, the following additional requirements apply:</u> Implement a documented environmental, health & safety management system that, at a minimum, meets the legal requirements of R2:2013 Provisions 3 and health and safety requirements of R2:2013 Provision 4.  Comply with all applicable environmental, health and safety legal requirements and maintain a list and copies of all permits  Apply these same requirements to any downstream vendors used to further process Focus Materials  Document the throughput of materials inbound to outbound, and downstream through all vendors. A disclosure of all downstream vendors of Focus Materials and locations is required.  Maintain physical security of the facility and products, including from the point of collection.

Owner: Management Representative	Published Revision: 1.0
Revision Date: 07/23/2014	PAGE: 3 of 6
<p align="center">Paper documents not stamped “controlled” are not official and should not be relied on. Always verify the official version of this procedure in a controlled copy in the online EHSMS</p>	

Warranties and Returns

The following policies are established with regards to warranty of products sold and returns of defective products. Please note the specific differences based on the classification of the products in the below table.

**Warranty:** We only sell and ship products to United States addresses. Any warranties only apply to the first buyer listed on the sales order and to/from a United States shipping address. No refunds will be given for buyer’s remorse about a purchased product. We cannot guarantee the merchantability of any product for a specific purpose or use.

**Packaging:** All recipients are responsible for inspecting the packages or shipments for damage prior to opening. If the package is damaged in any way and potential damage of the product is suspected, recipients are responsible for taking pictures prior to unloading or opening the package and notifying us as soon as possible upon receipt. We will not be able to refund payments for products that are damaged in shipment without the evidence of damage so that we may file claims with its carrier.

**Refunds:** Refunds will not be issued for buyer’s remorse or when the item can be exchanged for like product. Refunds will only be issued to the original purchaser and only when the product is returned in the original condition it was shipped, including all components and technical specifications that match the item description.

**General reimbursement exclusions:**

1. We will not reimburse for products that are not returned in the original condition, including all components and technical specifications.
2. We will not reimburse for equipment that is found to be working or in the advertised description upon return.
3. We will not reimburse for shipping from locations other than the original delivery address.
4. We will not reimburse for shipments outside of the United States.

Classification of Product	Warranty	Returns	
		Shipping	Purchase Price
<b>R2/Ready for Reuse</b>	6-month warranty covering the hardware functionality of a device. We cannot warrant the merchantability of any product for a specific use. Customer is required to examine packaging for damage upon receipt, make immediate notification to us with pictures of the damage prior to opening the package.	Customer will pay return shipping cost. Upon validation of equipment failure, we will reimburse or credit the return shipping cost. If product is found to be functional, no credit or reimbursement for shipping will be given.	We will provide free repair or like replacement upon return and evaluation of the product. In case a like replacement cannot be provided, we will provide a credit or refund of the purchase price.

Classification of Product	Warranty	Returns	
		Shipping	Purchase Price
<b>R2/Ready for Resale</b>	<p>30-day warranty covering the hardware functionality consistent with the advertised description of the key functionality, physical grade, and any non-functioning or missing components. We cannot warrant the merchantability of any product for a specific use. Batteries are excluded from warranty. Any products found to be altered or tampered with will be null/void of any warranty.</p> <p>Customer is required to examine packaging for damage upon receipt, make immediate notification to us with pictures of the damage prior to opening the package.</p>	Customer will pay return shipping cost. Upon validation of equipment failure or inconsistency with advertised description, we will credit the return shipping cost. If product is found to be functional or consistent with the advertised description, no credit or reimbursement for shipping will be given.	No refunds will be issued. We will credit customer's account for the purchase price when equipment is found to be dead-on-arrival or inconsistent with the advertised description.
<b>R2/Ready for Repair</b>	<p>No warranty is provided on R2/Ready for repair products. We will accept returns of any products or parts for recycling without credit or reimbursement of original purchase price.</p> <p>Customer is required to examine packaging for damage upon receipt, make immediate notification to us with pictures of the damage prior to opening the package.</p>	No credit or reimbursement for shipping.	No credit or reimbursement of purchase price.
<b>Specialty or Collectible Electronics</b>	<p>14-day warranty will cover any inconsistencies with the advertised description of the product, including physical grade, and any missing components. We cannot warrant the merchantability of any product for a specific use. Batteries are excluded from warranty. Any products found to be altered or tampered with will be null/void of any warranty.</p> <p>Customer is required to examine packaging for damage upon receipt, make immediate notification to us with pictures of the damage prior to opening the package.</p>	Customer will pay return shipping cost. Upon validation of equipment failure or inconsistency with advertised description, we will refund the return shipping cost. If product is found to be consistent with the advertised description, no credit or reimbursement for shipping will be given.	We will refund the purchase price when equipment is found to be inconsistent with the advertised description.
<b>Recycle (materials recovery)</b>	No Warranty is provided on products for materials recovery.	No credit or reimbursement	No refunds. Credits will only be provided if material does not meet quality specifications in written sales agreements.

## Warranty Procedures

1. Contact your sales representative who sold the product or call 1-848-202-9700.
2. Work with our staff to attempt resolution remotely.
3. If the issue cannot be resolved remotely and requires return of the product, the account representative will provide shipping instructions.
4. Provide the tracking number on the return shipment.
5. Upon receipt, the product will be evaluated and corresponding resolution made.

<b>Owner: Management Representative</b>	<b>Published Revision: 1.0</b>
<b>Revision Date: 07/23/2014</b>	<b>PAGE: 6 of 6</b>
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