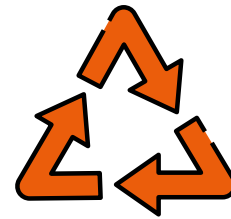


Our WEEE recycling policy



We'll recycle your old devices – for free

If you have purchased a device from us, we'll take it back and recycle it when it reaches the end of its lifecycle. And when you buy a new product from us, we'll take back the old equivalent of this item all at no extra cost to you.

Why we do what we do

At Jigsaw24, we strive for excellence and efficiency in everything we do, and we're committed to minimising our environmental impact.

In accordance with our ISO 14001 accreditation, some of the key actions we're taking to become a more sustainable business include:

- Reducing, reusing and recycling waste generated by our business operations.
- Actively promoting environmentally friendly practices amongst our customers and our employees.
- Meeting and exceeding all relevant environmental legislation.
- Managing our business operations in a way that prevents any avoidable pollution.

WEEE regulations

The Waste Electrical and Electronic Environment Regulations 2013 require waste electrical and electronic equipment (WEEE) to be processed separately from other waste and reused or recycled. As a distributor, Jigsaw24 takes responsibility for this and offers a free device recycling service for new and existing customers.

Why recycle?

Unwanted electrical goods are the UK's fastest growing form of waste.¹ This means that a large number of unwanted electronics are sent to landfill and leak hazardous waste – ultimately causing harm to the surrounding ecosystem. Recycling your old devices prevents this and helps to preserve and protect the environment.

FAQs

How do I know which items are eligible?

Look for the crossed-out wheeled bin symbol. This symbol is to remind you that your old electrical devices can be recycled and therefore should not be thrown away.

Should I wipe my device beforehand?

We advise that you save all the files you need and clear your device of all data before you hand it in for recycling.

Will I have to pay for you to recycle my device?

Jigsaw24 will handle the cost of recycling your device, however, you are responsible for getting the item to us.

What happens once I hand my device in?

Once we have your device, we will record that we have taken it back and put it in our separate WEEE waste collection so that it can be recycled.

I want to purchase a new device from you, will you take back another item that is not like-for-like?

We will take back the same item type that you are purchasing. This means, if you are purchasing a new laptop, we'll take back an old laptop even if it's a different model, but we cannot take back another item such as a fridge.

What's next?

If you are ordering a new item from us and would like to recycle an old device, please speak to your sales representative at the time of your order.

And if you have an old product that you have previously purchased from us and you would like to dispose of it, you can either contact us using the online web chat, call **03332 400 888**, or email sales@Jigsaw24.com.

¹ <https://www.recycleyourelectricals.org.uk/press-releases/growing-e-waste-stream/>