

Frequently Asked Questions



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e-Cycle Process

Q: Will you briefly describe your wireless device reuse and recycling solution?

A: Our process is simple and free to participating organizations. We offer pre-paid shipping labels on qualifying shipments for organizations to send in their devices.

Recycle: Devices that cannot be reused, as well as all wireless accessories, are recycled free of charge. e-Cycle is e-Stewards®, ISO 14001, R2 and OHSAS 18001 certified, WEEE compliant, and has a global zero landfill policy for all commercial material.

Recover: We provide a monthly price list stating the buyback value for various device makes and models. Our clients receive a check for the purchase amount of all their devices.

Protect: Reusable devices are put through a comprehensive data removal process to ensure that proprietary applications and sensitive information are sanitized. After devices are reset to the OEM default and cleared of remaining information, our quality assurance team retests each device to make certain the data has been removed.

Q: What type of equipment does e-Cycle accept?

A: e-Cycle accepts all makes, models and carriers of cell phones, smartphones, tablets and wireless devices. Equipment can be new, used or even broken. We also accept accessories, including cell phone chargers, headsets, batteries, air cards and car adapters and will recycle them free of charge.

Q: What type of shipments qualify for free shipping?

A: We provide organizations pre-paid shipping labels for shipments containing two or more devices. If you are sending a single device e-Cycle, we offer a discounted shipping rate of \$5 per single device shipment or you may utilize your own shipping service to deliver the device. Another option is to wait until you have collected multiple devices before sending them to e-Cycle.

Q: Do we need to include accessories or batteries with the device shipments?

A: We request that you include the battery and the battery cover so that we have the necessary components for reuse, however it is not required. Accessories are also not required for payment, and we will recycle them at no cost if you choose to include them.

Q: What if our mobile devices have dings and scratches, but they still work?

A: If the device is on the current price list is received fully functional and without damage, it is eligible for payment as listed. Wireless devices not on our price list or received in any of the following conditions will receive a flat rate of \$1.00 each:

1. Do not power on
2. Bleeding or cracked LCD display
3. Missing keys or non-functioning keypad
4. Damaged housing
5. Software programming issues
6. Water exposure

Q: Do I need to deactivate the anti-theft security feature on devices?

A: Yes. Deactivating the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature is critical to ensuring the data can be removed from your devices. Devices that have the anti-theft security feature turned on will not allow for the removal of data.

Failure to deactivate the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature on devices prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.

The security feature should be turned off directly from the device prior to sending to e-Cycle. [Download the deactivation instructions for Apple and Samsung devices \(pdf\).](#)

Q: What if I have already sent my devices to e-Cycle, but didn't deactivate the anti-theft security feature?

A: Any Apple devices that are found to still be linked to an iCloud account through the Find My iPhone/iPad security feature will be temporarily held and the client will be notified that deactivation needs to take place for these devices. In this case, the Find My iPhone/iPad feature will need to be deactivated from iCloud. These devices will not be returned.

If the client notifies e-Cycle within 90 days of original shipment that deactivation has occurred, we will retest the Apple device(s) and give the client the current price list value in effect as of the unlock date for any working condition device(s). If no notification is received within 90 days of shipment receipt, e-Cycle will destroy and recycle the linked Apple device(s) and the client will receive a flat rate of \$1.00 each for those device(s).

At this time, Samsung devices that are found by e-Cycle to be locked through the Find My Mobile security feature will be destroyed and recycled. The client will receive a flat rate of \$1.00 each for those device(s).

Q: What does e-Cycle do with the devices once they receive them?

A: When a shipment reaches our facility, we sort and inventory the equipment. All reusable devices are tested, sanitized of data and restored to the manufacturer default. Our quality assurance department verifies the data has been wiped and the devices are prepared for resale. These devices are then sold to resellers for reuse where the technologies are still in demand and needed.



All end-of-life wireless devices that cannot be reused are shredded on-site at the e-Cycle facility and then sent to Reldan Metals (e-Stewards, R2, ISO 14001 and OHSAS 18001 certified) refining facility to ensure toxic materials do not end up in a landfill. The devices' core technology, including the motherboard and wiring, are smelted so that the precious metals can be reused. e-Cycle has a zero landfill policy for all commercial material.

Q: Can you describe the company in-take process?

A: Packages are received in the morning from the delivery service, then are grouped by client and recorded by the audit specialist. The client name, contact name, total number of packages and cumulative weight are recorded for each shipment.

Contents of the packages are removed, sorted, counted and price list devices are recorded by make, model, carrier and ESN. Once the contents have been recorded, the contents are checked for accuracy by a second sorting team member. Once the order has been checked, it is then sent to begin the data security process.

Q: Do I need to provide e-Cycle with an inventory list of the mobile devices I am sending?

A: No, an inventory list is not required. We want to make the e-Cycle process as easy for you as possible. All devices are inventoried upon their arrival. However, if you would like to include an inventory sheet, we will be happy to cross-reference your list during our audit. Any significant discrepancies from the list places the order on hold until the client is contacted by the e-Cycle customer service representative.

Q: How are assets stored, tracked and maintained?

A: Non-reusable devices are separated from reusable devices. Batteries are removed from the non-reusable devices targeted for destruction. These devices are then counted and shredded on-site. The devices targeted for reuse are inventoried by model, quantity and ESN number. The devices are then stored in a restricted access, locked down area and staged for data deletion and functionality testing.

Once the testing and data deletion process is complete, the devices go through an extensive quality assurance process handled by a separate department within e-Cycle. The sanitized devices are then entered into e-Cycle’s inventory system for resale. A purchase order is generated using device model and quantity.

Q: How frequently does e-Cycle update its mobile device disposal and recycling process?

A: As part of our ongoing e-Stewards certification initiative, e-Cycle continuously improves its processes to ensure full compliance with all environmental and regulatory requirements. Processes are continually audited before and after implementation.

Q: What are the hours for your customer service?

A: e-Cycle’s office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. You may contact our office by calling 614.210.1120 (toll-free 1.877.215.5255), sending an email to GoGreen@e-Cycle.com or by submitting an inquiry through our [Contact Us](#) page at www.e-Cycle.com.

Account managers are available to address any immediate issues or concerns and will review each case with the client to provide a resolution. We will work to resolve all customer service issues in a timely manner. Customer satisfaction is our top priority.

Q: What are the different types of contracts offered for mobile device disposal and recycling?

- A:** e-Cycle offers three types of contracts:
1. Wireless Recycling Agreement – a service agreement detailing the recycling process and payment terms and conditions.
 2. Non-Disclosure Agreement to protect sensitive information.
 3. Custom Contracts which may include specific requirements negotiated by the client and e-Cycle.

Data Security

Q: How can we be sure that our data is secure and that the devices are being wiped clean?

A: e-Cycle has the highest data security standards in the industry. Our data security specialists are trained on the proper data deletion procedures for every device on our price list. Our quality assurance department then tests each device to ensure the data is wiped. In addition, our device wiping procedures are verified using in-house physical extraction forensics and third-party logical forensic examinations.

Q: Do we need to delete the data from our wireless devices before sending them to e-Cycle?

A: Please deactivate all services, delete all personal and corporate information, and remove the SIM and memory card before sending the wireless device to e-Cycle. If e-Cycle finds any SIM or memory cards, they will be removed and shredded for data security purposes free of charge. Upon arrival at e-Cycle, we will conduct our data sanitation and quality assurance process for all reusable devices to ensure all of the data has been cleared, even if our client indicates it has been completed.

Q: Do I need to deactivate the anti-theft security feature on devices?

A: Yes. Deactivating the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature is critical to ensuring your data can be removed from devices. Devices that have the anti-theft security feature turned on will not allow for the removal of data.

Failure to deactivate the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature on devices prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.

The security feature should be turned off directly from the device prior to sending to e-Cycle. [Download the deactivation instructions for Apple and Samsung devices \(pdf\).](#)

Q: If a SIM card, SD card and/or similar device card is housed within the device, what is the process for disposal/destruction of the card?

A: Please remove all SIM and memory cards before sending your devices to e-Cycle. If e-Cycle finds any SIM cards or other storage cards, they will be removed and shredded for data security purposes free of charge. Data storage cards are shredded in a separate micro shredder to ensure remaining data is completely destroyed.

Q: Does the company use an internal or third-party tool to remove secure data from the mobile device?

A: Both proprietary and industry standard processes and tools are used to remove corporate/personal data from the devices. As an example, e-Cycle follows the BlackBerry Enterprise Solution Security process in compliance with Department of Defense directive 5220.22-M and 5220.22-E, NIST Special Publication 800-88 and 800 series, NAVSO P-5239-26 (Naval Academy Verification Standards Rewrite for Flash Based Hard Drives). Specific processes and tools are used based on the device.

Q: What key data is recorded off of a device and incorporated into the documentation before the device is destroyed and/or recycled?

A: e-Cycle records each device's ESN before it is destroyed and recycled.

Q: Is a collection report provided to the client indicating the number of devices received, certification that data has been removed or devices have been recycled?

A: A purchase order is generated for each shipment received by e-Cycle, which includes the number of devices received and devices recycled. A certificate of data and/or device destruction is available upon request.

Q: What information is included in the purchase order?

A: The purchase order is a detailed inventory of your shipment which is emailed once processing is complete. The report gives the total number of recycled phones along with the total amount of purchase. For devices appearing on our price list, the manufacturer, model, quantity and value for each device are listed.

If any devices are found defective, they are listed along with the defect description. Lastly, the report lists Apple devices that are locked via the Find My iPhone/iPad security feature.



Q: What facility security processes do you have in place to ensure our devices are not removed?

A: Non-reusable devices are shredded on site at e-Cycle's operational facility. Reusable devices are stored in a restricted access area. All facility employees and visitors are scanned when entering and leaving the building using an airport security scanner managed by a full-time security guard. Security cameras are placed throughout our facility.

Q: What type of background checks, screening and certifications are required by e-Cycle employees?

A: e-Cycle maintains the highest form of security when it comes to hiring employees who receive, secure, test and sell our client's devices. Each considered candidate must pass a national criminal background with a clean record. The following procedures are mandatory and conducted before a new hire is brought on board with our team:

- Advanced Background Search – including Social Security Number Validation and Past Address Trace Report. This security check includes a validation of the social security number through the SSA, checking the authenticity, issue date and death record. This verification is then supplemented by performing a residence trace that provides residential history for applicant.
- A manual national seven-year criminal county investigation is also completed to reveal any misdemeanor and felony records from county courthouses.
- Our sources also include a past national criminal database, offering a proprietary database that searches over 300 million criminal records compiled from all 50 states, as well as National Security and Sex Offender Registry Resources.

Environmental Responsibility

Q: Is your electronic waste disposal process certified through e-Stewards or ISO standards? Is your process compliant with European legislation?

A: Yes, e-Cycle is e-Stewards, ISO 14001, R2 and OHSAS 18001 certified and we are compliant with European legislation including the WEEE directive.

We are dedicated to upholding the highest global standards for responsible recycling and reuse of electronic equipment. You can learn more about our commitment on our website at www.e-Cycle.com or www.e-Stewards.org.

Q: Are all materials deemed hazardous waste destroyed in compliance with applicable environmental laws and regulations?

A: Yes, all end-of-life devices and accessories are destroyed in compliance with U.S. state and federal and European laws.

Q: Can you provide information on your current mobile device recycle/reuse process flow?

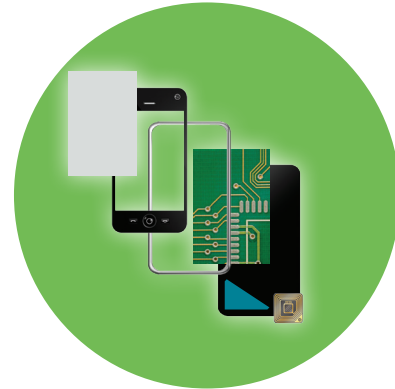
A: Devices to be reused are received and separated from devices to be shredded. The devices targeted for reuse are inventoried by model and quantity.

The reusable devices are then stored in a restricted access, locked down facility and staged for data deletion and functional testing. Once the testing and data deletion process is complete, the devices go through an extensive quality assurance process handled by another department within e-Cycle.

The scrubbed devices are then entered into e-Cycle's inventory system for resale. Buyers are identified for the reusable devices. Transactions are completed with our trusted buyers and shipments are made in plain generically-labeled containers.

Q: What happens to the devices that are shredded?

A: Devices that are not functional or reusable have their batteries removed and are physically shredded at our facility and sent to Reldan Metals, an e-Stewards certified metals refinery in the U.S. where they are melted down into a reusable state. If requested, e-Cycle will provide a certificate of destruction that confirms destroyed equipment and accessories have been properly recycled.



Q: Describe how e-Cycle determines if a device is recycled or reused?

A: Devices in full working condition for which we can follow our rigorous data deletion procedures and quality assurance testing for removing data are eligible for reuse.

Devices that are non-functioning or cannot be sanitized due to damage (conditions listed below), are recycled:

- Water Exposure
 - Litmus paper is visibly damaged
 - Corrosion damage on/in the device
- Damaged Housing
 - Damage to body of phone (cracks, chips, etc.)
 - Housing incomplete/not intact
- Non-Functioning Display
 - Bleeding or cracked LCD
 - White screen
 - Spots or lines burned into screen, water spots
 - Touch screen non-functional
- Non-Functioning Keypad
 - Any of the keys on the phone not fully functional
 - Keys are missing
- Programming Errors
 - Charge/USB ports do not work
 - Device/software errors on phone
 - Non-functioning components such as camera, speaker, vibrate, etc.

- No Power
 - Phone does not turn on
 - Phone does not stay on with charged battery
- Won't Accept SIM
 - Phone does not read SIM: The phone's connectors that read the SIM are not working.
- No Signal/No Service
 - Doesn't connect to network/will not make test calls

Q: Does recycling include all materials related to mobile devices (accessories, batteries, plastic, etc.)?

A: Yes, e-Cycle recycles all materials related to mobile devices including wireless accessories, such as chargers, headsets, batteries, air cards and car adapters, free of charge.

Batteries are sent to Metal Conversion Technologies for proper disposal. All shredded devices and accessory materials are sent to Reldan Metals for recycling. Reldan Metals' process is e-Stewards certified and in compliance with all applicable environmental legislation and regulatory requirements.

Does e-Cycle have a landfill restriction policy?

A: e-Cycle has a global zero landfill policy for all commercial material. All materials (e-waste, cardboard, packing materials, etc.) entering and leaving the e-Cycle facility are carefully weighed, measured and accounted for from procurement to final disposition.

Pricing Information

Q: What is the e-Cycle price list? How often does pricing change?

A: e-Cycle provides a monthly price list stating the purchase price for various device makes and models. We update our price list on the first of each month based on new pricing fluctuations in the secondary market for wireless devices. Our purchase price is based on the current market pricing in the month that a shipment is received at our facility.

Q: How does e-Cycle determine the worth of devices?

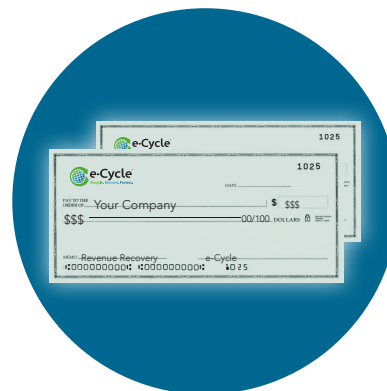
A: e-Cycle uses the latest secondary-market pricing to determine the value of wireless devices.

Q: Why are certain device models excluded from the price list?

A: The devices listed on our price list are determined by the demand in the secondary market. Mobile devices depreciate over time and are especially impacted when the next generation is released, so age is often the reason certain models are excluded from our price list. All wireless devices that are not on the price list will receive a flat rate of \$1.00 each.

Q: How quickly will we receive payment for devices?

A: Our clients are issued a check within four to six weeks of shipment receipt, unless an alternative pricing schedule is agreed upon.



Q: Does e-Cycle provide a report on the value of each device received from the client?

A: Purchase orders are provided for each shipment. The purchase order details the number of price list devices by make, model and carrier, the number of recycled devices, price per unit and the total price paid for devices.

The purchase order also includes the quantity of defective units with a description of the defect(s) and any locked Apple devices via the Find My iPhone/iPad security feature. Additionally, the purchase order includes the number of boxes received, date received and source of devices.

About e-Cycle

Q: Where can I learn more about e-Cycle's e-Stewards, R2, ISO 14001 and OHSAS 18001 certifications and the WEEE directive?

A: e-Cycle conforms to the highest global standards for environmental protection, data security and worker safety. More information about our certifications and the WEEE directive can be found at the following online resources:

- e-Stewards.org
- iso.org
- sustainableelectronics.org
- ohsas-18001-occupational-health-and-safety.com
- <http://ec.europa.eu/environment/waste/weee>

Q: Will you describe the type of companies that currently use your service?

A: e-Cycle is privileged to partner with the leading organizations in all major industries verticals, including financial, healthcare, government, education, manufacturing, retail and telecommunications.

Q: How many e-Cycle clients are listed in the Fortune 1000? 500?

A: e-Cycle focuses on serving the largest enterprises and government agencies in the world. We are proud to be doing business with a majority of the Fortune 20 and an extensive list of Fortune 1000 and Global 3000 companies.

Q: Is e-Cycle's mobile device recycling program associated with any charitable organizations, schools and/or other programs?

A: e-Cycle is affiliated with numerous charitable organizations and provides direct benefit on behalf of its clients. Through the e-Cycle Foundation, organizations can use proceeds from their wireless buyback and recycling programs to enhance their charitable giving and make tax-deductible donations to charity. Donors have the opportunity to support one of the Foundation's nationally-recognized charities or any non-profit 501(c)(3) of their choosing.

Q: Can you briefly describe your company's history?

A: Led by their passion for technology, the environment and charitable giving, Christopher and Tonia co-founded e-Cycle in 2005. With mobile phone use exploding worldwide, they launched e-Cycle to meet the wireless recycling, data security and environmental protection needs of businesses and major organizations.

In January of 2012, e-Cycle became the first wireless buyback and recycling company in the world to achieve e-Stewards® certification.

In early 2013, the e-Cycle Foundation was established to expand corporate caring and charitable giving initiatives for e-Cycle and our clients more than ever before.

Today, e-Cycle is the trusted wireless asset recovery, data security and recycling partner to the largest enterprises and organizations in the world. We are continually developing and enhancing our business practices to ensure we uphold the highest standards in environmental responsibility, wireless data security and mobile device asset recovery for our clients and maintain our status as the industry leader in our field.

Please visit our web site at www.e-Cycle.com to learn more about e-Cycle and our services.