TerraCycle® Zero Waste Box™ User Guide



Zero Waste Box™ is a complete and convenient solution to store, ship, and recycle a particular type of waste that isn't currently recycled through local councils or traditional recycling facilities. The purchase price includes shipping to you and back to TerraCycle's recycling facilities as well as the actual cost of sorting, cleaning, processing, and recycling the waste.

How to assemble



1. The box is delivered flat packed. Please lay it on a flat surface and unfold it.



2. Fold the side flaps inward.



3. Fold the box lid over.



4. Push the small closure flap inwards to secure your Zero Waste Box.



5. Push the flaps on top of the lid inwards to create an opening.



6. Apply pressure on all sides so that the box is able to stand freely.



How does it work?

Collect

Once assembled, you can place the Zero Waste Box anywhere – at home, in an office, in-store, at an event and more. It's now ready for you to dispose of the accepted waste into the box. To make things even easier, you'll find a list of accepted and unaccepted waste directly on the box.

Ship

When full, please seal the box and send it back to TerraCycle by using the prepaid shipping label that is fixed at the back of the box. You can organise the collection by following this procedure online:

1. Go to https://www.fedex.com/en-gb/shipping/schedule-pickup.html

2. Fill in all the relevant fields:

- Choose Drop-off or Collection. Click 'Let's start'.
- Enter your 12-digit FedEx tracking number (located in bold at the bottom of your label, under the barcode, no spaces) and the postal code that appears on the ship from section of your shipping label (top left corner).
- On the next page, select 'arrange a pickup'. The pickup address is automatically filled with your shipping address that appears on the label. If you want a pickup from this address, then review the address, add your contact details and parcel details. If you want a pickup from a different address, please add the address in the 'section use a different address', then add your contact information and parcel details.
- Choose your collection date/time window and add any instructions (e.g., reception, access code). Please note that you can only request a collection for the same day or the day after. If you need the collection to be organised at a later date, please come back the day before to organise your collection.

3. Accept FedEx Terms & Conditions. Confirm and save/print the confirmation number.

Alternatively, please call FedEx on **03456 070809**.

Cut-off times for booking collections:

- Requests before 1:00 p.m. → Same-day pickup (where available).
- Requests after 1:00 p.m. → Next business day (earliest).
- Exact times vary by location.

Recycle

All compliant materials collected through Zero Waste Boxes are sorted and then processed into raw materials used to make new products. Learn more about how TerraCycle recycles your waste.

For more detailed instructions on using your Zero Waste Box, visit our online User Guide.

Questions? Please contact TerraCycle at **customercare@terracycle.co.uk** or **01465 915018.**

