

The Fujitsu Recycling Program

Another example of the Fujitsu commitment to its customers and the environment

With the growing concern about the environmental impact of old computers, Fujitsu has developed a free program that makes it easy to properly dispose of your old Fujitsu notebook or tablet.

Why Fujitsu is concerned about properly recycling your Fujitsu equipment

Electronic waste already constitutes from 2% to 5% of the US municipal solid waste stream and is growing rapidly. European studies estimate that the volume of electronic waste is rising by 3% to 5% per year - almost three times faster than the municipal waste stream.

Between 1997 and 2007, nearly 500 million personal computers became obsolete. This is almost two computers for each person in the U.S.

Electronics often contain useful materials such as precious metals, glass, and plastics that should be recovered rather than buried in a landfill. For example, precious metals are used in computer circuit boards and other electronic components. Recycling these products reduces the need to mine for raw materials as well as keeping toxic waste out of our landfills.

(Source: National Recycling Coalition)

Recycling is the right thing to do

So it is time to finally part with your trusted old friend that has given you years of excellent service. With the vastly improved computer technologies now available, that new state-of-the-art Fujitsu notebook or tablet just rose to the top of your "must-have" list. But what about the computer it's replacing? Fujitsu mobile computers tend to get extensively passed down and reused simply because they last so long, but eventually they outlive their usefulness. So what do you do?

Leading the way in environmental awareness as well as customer care, Fujitsu is very concerned about what happens to your Fujitsu mobile computer once its useful life is over.

That is why, Fujitsu offers its customers two classifications of recycling service, individual recycling and bulk recycling:

- For bulk recycling, all you need to do is email your product list and contact information to information@ewaste-recycle.com. The Fujitsu team will follow up within 24 hours.
- For individual recycling, please go to <http://fujitsu.ewaste-recycle.com/ui/home.aspx> and you will be provided instructions on how to receive a UPS pre-paid shipping label.

Fujitsu will do everything it can to make recycling your outdated mobile product as easy as possible. Below are frequently asked questions about the Fujitsu Recycling Program.

1. What can I send through this service?

This service accepts any notebook or tablet computer that is sold by Fujitsu Computer Systems Corporation. The service provides a zero cost and environmentally responsible solution for the return, recycle, or full raw material recovery of these products.

2. What can't I send through this service?

Fujitsu will not accept other types of computer electronic equipment such as desktop computers, servers, monitors, etc. at this time.

3. How much does it cost to return equipment through the automated service?

There is no cost to you for this service.

4. What happens to the equipment after I send it in?

All returned products go through an environmentally responsible, multi-phase recycling process. They are sent to a recycling facility



Fujitsu has made recycling your old Fujitsu mobile computer as convenient as possible—

- There is no charge to you for this recycling service.
- It is a simple process: Go to <http://fujitsu.ewaste-recycle.com/ui/home.aspx>, order your recycle container, print your label, and find the nearest UPS store location
- You will be provided packaging to use to ship your old Fujitsu notebook or tablet to a proper recycling facility.
- No fuss shipping, all you need to do is take your recycle package to any UPS store location or have it picked up by UPS from your location at no charge to you.

where the product is recycled and refurbished then sold for reuse or, if it does not have economic recovery value, the product is separated into components and raw material where it is processed for recovery of raw material.

5. Can I select the charitable organization to which my equipment is donated?

We do not offer a donation option through this service at this time. You should have your equipment delivered directly to the organization of your choice.

6. Do I have to take my equipment somewhere or call someone to pick it up when using this service?

Over 80% of the population in the United States is within three (3) miles of a UPS store location. The <http://fujitsu.ewaste-recycle.com/ui/home.aspx> website will assist you in finding the nearest location to you. You can login, print the label on the site, and take the product to the nearest store. You can also leave the product with them along with the label and they will package it safely for transport to the recycling center. You can also notify the recycling center in the provided comment field in the website, and a package will be shipped to you. It will have instructions for opening the package, inserting the product safely, sealing the package with the adhesive tape provided, and attaching the return shipping label on the exterior of the container.

You can drop off your recycle package at any UPS location or contact UPS for pickup. Your local store will have information on processing the order for you. Please call (510) 661 - 9423 if you have any questions.

7. How do I pack my equipment for shipment to the recycling center?

You have the option to drop the product off at a UPS Store location for packaging and shipment or you can have the packaging shipped directly to you for return shipment. There is no charge for either option.

8. What exactly should I pack into the recycle container?

The package should include the notebook or tablet computer, the power adapter, any manuals, CD's or software that was originally provided.

9. Is there a limit to the number of boxes I can send back?

There is not a limit to the number of boxes.

10. Is there a size or weight limit per box when using the automated service?

Yes. For each individual package the maximum weight accepted is 15 pounds.

11. What if the carrier loses or damages my package?

Fujitsu is not responsible for packages that are lost or damaged by the carrier. Please retain a copy of your invoice and your confirmation email with tracking number(s) for your records so that any problems in shipping may be resolved with the carrier. There is no charge to you for a lost package.

12. When using this service, what if I do not receive an email message or phone call confirming that my equipment is scheduled for pick up?

If Fujitsu cannot reach you due to a wrong email address or missed communication, your pick-up or drop off will still be scheduled. You must have your boxed equipment available to hand to the carrier personally or left at your doorstep. If you still have questions about your recycling service order you can contact UPS or Fujitsu by emailing information@ewaste-recycle.com or by calling 1-800-831-3183.

13. When using the service, what if I have a large shipment of equipment and would like to ship a pallet or trailer load?

For large shipments you should use bulk recycling. Email your product list and contact information to information@ewaste-recycle.com. The Fujitsu team will follow up within 24 hours. For individual recycling, Fujitsu will only accept individually packaged products that have been prepared with the material sent to you or provided at a UPS store location.

14. What happens to the data on my disk drive or flash memory in the products I am recycling?

It is always recommended that the customer re-format storage devices after making a backup of critical data. Should this not happen, the recycling center erases all data on storage devices to standards compliant with the Department of Defense (DoD) 5220.22 M Standard for clearing and sanitization of data. This process is non-recoverable and all data sent to the recycling center will be permanently erased. The statements and policy of customer data privacy is implemented and utilized on all returned products.

15. What if I have other questions about the Fujitsu hardware recycling services?

Send your question to information@ewaste-recycle.com.

It's fast, it's easy, and it's free. Take advantage of the Fujitsu Recycling Program to ensure your trusted old Fujitsu notebook or tablet will live on as a refurbished computer or be reborn as the raw materials to build another.



Fujitsu Computer Systems Corporation

Enterprise Sales:

1.800.831.3183
us.fujitsu.com/computers

Consumer Sales (24/7):

1.800.FUJITSU
www.shopfujitsu.com

Fujitsu, and the Fujitsu logo, are trademarks or registered trademarks of Fujitsu Limited in the United States and other countries. All other trademarks and product names are the property of their respective owners.

© 2008 Fujitsu Computer Systems Corporation.
All rights reserved. FPC58-1979-01 07/08.
08.0678