



General Recycling Questions

Q: Why should I recycle my computer hardware and peripherals?

A: Computer hardware and peripherals should be recycled for two primary reasons:

- The materials in the products can be reused in the production of new products, minimizing the amount of material that goes into landfills and the need for raw materials.
- Some of the component materials must be disposed of or reused in a specific manner to protect the environment.

Q: I just purchased a new Motion computer and I'd like to recycle the packaging. What should I do?

A: If your packaging is not curbside recyclable, you may visit [Earth911](#) to find a nearby location to recycle your packaging.

Q: What do I do about the data on my hard drive?

A: All data will be sanitized from hard drives in accordance with DOD standards. Motion recommends you remove all data from the hard drive before recycling your tablet PC with the exception of the operating system. You are responsible for all confidential data that may be stored on the products. Before you recycle a product, you are responsible for:

- Deleting the data on the hard-disk drives and any other storage devices in the products
- Backing up or transferring any data prior to deletion
- Removing any removable media, such as diskettes, CDs or PC cards.

You may also use [data erasing software](#) to protect your identity and remove files.

For free data destruction, you can go to: <http://www.diskwipe.org/>

Note: Motion does not accept liability for lost or confidential data or any software.

Q: Do I get any kind of receipt confirming my hard drive was destroyed?

A: Not through our At-Home Pickup.

Q: Does my state have an electronics waste recycling law?

A: Maybe. Many states have passed legislation (http://www.electronicstakeback.com/wp-content/uploads/States_Summary_2010) regarding e-waste.

Q: Can you tell me more about the California State Environmental Fee?

A: The State of California passed legislation instituting that a mandatory State Environmental Fee be collected for certain electronic products shipped directly from Dell to California. This law, referred to as the [Electronic Waste Recycling Act of 2003](#), requires manufacturers to collect a fee for these electronic devices sold into the State of California, excluding sales to resellers



Q: Are products shipped to other countries for recycling?

A: No, e-waste is not exported to developing countries.

Q: Does Motion provide recycling services outside the United States?

A: No.

Q: My question isn't listed — who can I contact?

A: Send us an [email](#)

Questions on Recycling Costs

Q: Is there any cost to me for shipping or recycling Motion products?

A: There are very few costs — if any — associated with our recycling programs:

- [At-Home Pickup](#) – None.
- [Goodwill Reconnect](#) – None.
- [Call2Recycle](#) – None (batteries only).

Q: Does Motion provide cash back for systems in good condition?

A: No

Q: Will I receive any kind of receipt of donation from Motion for tax purposes?

A: You may receive donation receipts for tax purposes through the Reconnect partnership with Goodwill. Receipts are provided by the charitable organization.

Questions About Acceptable Products

Q: What is the list of acceptable products Motion will recycle?

A: Dell's recycling programs accepts common computer equipment, such as:



- Tablet PCs
- Docking Stations
- Keyboards
- Mice
- Cases

Q: How do I recycle Tablet PC batteries?

A: For recycling batteries, go to www.call2recycle.org/ and type in your zip code. This website will tell you the nearest location for dropping off your batteries.

Q: Do you also accept non-Motion branded products for recycling?

A: Yes. Motion's recycling programs accept all Motion-branded electronic products (as tablets, docks, cases, keyboards and mice) and some of our programs accept non-Motion products as well.

- [At-Home Pickup](#)
- [Goodwill Reconnect](#)
- [Call2Recycle](#) (batteries only)

Q: Does my product need to be in working order to recycle?

A: Motion recycling programs will accept products in any condition, including non-working equipment.

Questions about Goodwill Reconnect

How does it work?

The process is simple:

- Make sure Goodwill Reconnect accepts your item.
- Take your computer equipment, any brand, to a participating [Goodwill](#).
- Simply drop off your equipment. Items will be evaluated and either recycled or resold through Goodwill stores.

What happens to the equipment?

Goodwill employees determine if an item is able to be resold or should be recycled. If it is still useable, Goodwill will refurbish the item and sell it through their stores.

If the item should be recycled, it will go through a recycling process. Systems will be broken down into individual parts and disposed of in an environmentally responsible manner. Data and hard drives will also be destroyed.



What happens to my data?

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How is Goodwill Reconnect different than other recycling options?

Goodwill Reconnect is unique because:

- It's free
- It creates jobs
- By partnering with Goodwill, they've been able to create over 2,200 locations for you to recycle your e-waste in North America
- Your item may qualify as a charitable donation

What items do you accept? What condition?

Reconnect accepts these items, in any condition:

- Monitors
- Desktops
- Laptops
- Tablet PCs
- Printers
- Scanners
- Hard drives (internal or external)
- Keyboards
- Mice
- Speakers
- Cords and cables



- Ink and toner cartridges
- Webcams
- Printers
- Software (please include the license key)
- Microsoft® Xbox systems and peripherals
- Microsoft Zune systems and peripherals

Questions about At-Home Pickup

Q: How do I ship my product(s) to Motion?

A: Please follow these steps:

1. Customer contacts Motion Customer Care at 866-622-7340 with recycling request.
2. Motion will initiate equipment pickup.
3. The customer may return 1-9 pieces per request.
4. A box and label will be sent to the Motion customer.
5. All asset tags will be removed and destroyed.
6. All data will be sanitized from hard drives in accordance with DOD standards.
7. Systems that are functional and complete will be resold and reused.
8. Nonfunctional systems and parts will be properly recycled in an environmentally safe manner in accordance with the company's "Zero Landfill" policy.

Q: Does Motion provide packaging materials?

A: Yes

Q: Is it OK to put more than one item in a box?

A: Yes. You can put multiple items in a box as long as the weight of the box doesn't exceed 150 lbs, and the maximum dimension for U.S. domestic packages is 108 inches in length or 165 inches in length plus girth. Girth is defined as two times the width plus two times the height ($2xW + 2xH$).

Q: Is there a limit to how many items I can send in?

A: The customer may return 1-9 pieces per request.

Q: What is the maximum shippable box size and weight?



A: The weight may not exceed 150 lbs, and the maximum dimension for U.S. domestic packages is 108 inches in length or 165 inches in length plus girth. Girth is defined as two times the width plus two times the height ($2xW + 2xH$).

Questions About Shipping

Q: How do I ship my product(s) to Motion?

A: For U.S. products only, please call 866-622-7340

Q: Does Motion provide packaging materials?

A: Yes, Motion does provide packing materials.

Q: Is it OK to put more than one item in a box?

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