

Warmest wishes to our cell phone collectors across the country!

We hope that all your collections are running smoothly and successfully! Be sure to contact us if you have any questions, or concerns that may arise.

A few friendly tips and reminders about the National Cell Phone Collection Program:

**Cell Phone Accessories are no longer accepted:**

- ❖ Please do not send in cell phone accessories, this includes: cases, protectors, cords, packaging, chargers, ear pieces, Bluetooth, etc.
- ❖ We recommend that all accessories be recycled locally to reduce emissions and wasteful practices.
- ❖ Contact your local recycling depot or the Recycling Council in your province to determine the proper method to dispose of accessories.

**Can you send in a Demo model cell phone collected from a wireless store?**

- ❖ **Yes!** You can send in the cell phone to be recycled.
- ❖ However it does not qualify as a “cell phone” and NO money will be reimbursed for handset.
- ❖ Demo models are missing the hardware to work as actual cell phones but the outer casings can be recycled by Phone Back’s facilities.

## Why does it take so long between shipment of the cell phones and receipt of your cheque?

- ❖ The maximum turn around time from the collection depot receiving the cell phone handsets to you, our collector, receiving a payment cheque, is **90 days**.
- ❖ Please note the date that your shipment is picked up by FedEx. Notify us if you do not receive your cheque within 90 days from that date.
- ❖ Please accept our apologies if the turn around time is too lengthy. PhoneBack Canada, our recycling partner in Ontario has a series of processes before they issue the cheque directly to you. IF you have any inquiries regarding payment scheduling please contact Wendy Weiss who is our program coordinator at PhoneBack Canada at [wweiss@twsmail1.com](mailto:wweiss@twsmail1.com)

## Are there more posters available?

- ❖ **Yes!** We are printing more posters! A limited number will be produced, so please send your requests to [registrations@pitch-in.ca](mailto:registrations@pitch-in.ca).

## Do the FedEx shipping labels expire?

- ❖ **NO!** Please use the labels that have been provided to you as they do not expire. If you require more please let us know either through Misha at [misha@pitch-in.ca](mailto:misha@pitch-in.ca) or directly to Wendy at [wweiss@twsmail1.com](mailto:wweiss@twsmail1.com).

**We wish everyone success in collecting this holiday season! Cellular phones continue to be one of the top holiday gifts so be sure to get your collection boxes out into public spots and advertise your campaign!**