

MORE QUESTIONS?

Call OES at 1-888-646-1820, email info@ontarioelectronicstewardship.ca, or visit www.ontarioelectronicstewardship.ca/faqs. To search for your nearest collection site for reuse or recycling of unwanted electronics, go to www.recycleyourelectronics.ca.



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ELECTRONICS RECYCLING AND ENVIRONMENTAL HANDLING FEES (EHF)

1 Why does Ontario need a diversion program for waste electronics?

Thousands of tonnes of waste electronics are generated each year in Ontario. This program, managed by Ontario Electronic Stewardship ("OES"), is intended to encourage diversion of these materials through reuse and refurbishment, as well as safe and environmentally-sound recycling of the various components through a network of credentialed service providers including municipal, not-for-profit, retail and commercial. We all have a role to play in ensuring that unwanted electronics like computers, printers and televisions, along with their substances of concern, don't end up in landfill.

2 Who pays for this program?

The manufacturers (brand owners) and importers of designated electronic equipment cover 100% of the costs of the electronic waste program. These companies (also known as "Stewards") are required to register, report and pay fees to OES based on their share of the annual cost to operate the program.

3 Is the fee a tax?

The fees are not a tax. OES sets the fees annually to cover the program's costs. Government does not set the fees and none of the fees collected go to government. All fees collected by OES go towards covering the program's costs to collect, transport, consolidate and process waste electronics. In addition, funds are used for public education and awareness, research and development, continuous improvements in technology and program execution.

4 Do all retailers charge "environmental handling fees" when consumers purchase designated electronic products?

OES does not tell the companies that are obligated to remit fees on the designated products how to manage these costs. It is up to the individual companies and their supply chain partners, including retailers, to make the best decisions for their businesses. Some companies will internalize the cost, while others may charge consumers an environmental handling fee at the point-of-purchase.

5 What products are designated under the program?

The program manages some 44 products including computers, televisions, desktop printers, fax machines and peripherals like keyboards, mice, telephones, answering machines, cellular devices, pagers, cameras, radios, stereos, speakers, VCRs and DVD players. For the full list of designated materials, go to www.ontarioelectronicstewardship.ca/materials.

6 What are the steward fees on designated products?

See the Steward fee* schedule (that is, fees that OES charges to the manufacturers and importers of designated products) in this brochure. You may also go to our website: www.ontarioelectronicstewardship.ca/fees.

7 Can a retailer charge more than the steward fee listed?

No. Fees charged to the consumer at the time of purchase, that are intended to represent the electronic waste program fee, should not exceed the fee charged by OES to Stewards for that item.

8 If the item purchased is returned, will the EHF charged be reimbursed?

While the handling of fees at the point of sale is determined by retailers, a retailer should refund any fee that was applied at the point of purchase if that product is returned. If an item is exchanged for a similar product, there is no additional fee charged.

9 Am I charged an EHF if I buy an item that has been refurbished?

No. It is intended that EHF be charged on new items only.

10 I paid an EHF on a new electronic item I purchased, and I think I may have been overcharged. What should I do?

If you think you have been overcharged, go back to the retailer where you made the purchase and request a refund. If there is no resolution, staff at the Ministry of Consumer Services' consumer-protection hotline (416-326-8800 or toll-free at 1-800-889-9768, TTY: 416-229-6086 or 1-877-666-6545) are also available to help consumers who think they may have been charged an inappropriate fee.

11 Why are EHF's being reduced as of August 1st, 2011?

OES constantly reviews fees charged to Stewards to ensure that they cover the current recycling program costs and targets. We have determined that we are able to make a downward adjustment on fees charged to Stewards at this time.

12 Why is OES charging an environmental handling fee of one cent on a cell phone? Surely it costs more than that to recycle a mobile phone? What good does collecting a penny per phone do?

As of December 2010, Canadian wireless phone subscribers numbered 24.5 million. That's a huge number of mobile phones that will one day be obsolete or no longer useable. Cell phones contain substances of concern. They also contain valuable materials. Our program ensures safe and responsible recovery of both.

Effective August 1, 2011, the environmental handling fees are the following:**



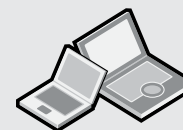
Display Devices: Monitors & Televisions

≤29" **\$11.00**
>29" **\$25.00**



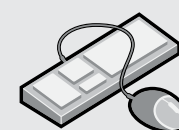
Desktop Computers

\$3.50



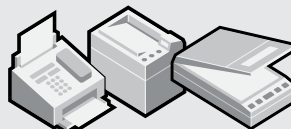
Portable Computers

\$0.70



Computer Peripherals

\$0.05



Printing, Copying & Multifunction Devices

Desktop **\$5.40** Floor Standing **\$32.50**



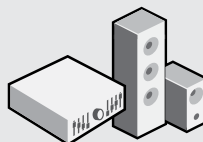
Telephone & Telephone Answering Machines

\$1.00



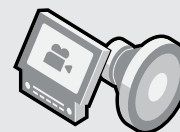
Cellular Devices & Pagers

\$0.01



Home Theatre In a Box

\$7.80



Aftermarket Vehicle Audio and Video Devices

\$1.55



Image, Audio and Video Devices Personal / Portable

\$0.10



Image, Audio and Video Devices Home / Non-Portable

\$1.45

* These are fees that Stewards (brand owners, first importers, and assemblers) pay to OES. In some cases, Stewards absorb the fees they pay to OES. In other cases, Stewards may choose to reflect these costs at the point of purchase.

** Reference www.ontarioelectronicstewardship.ca/fees for the most up-to-date postings of Steward fees.