

Collection Request Form

- 1 This is an editable PDF. Please complete all fields below and send to: collections@readysetreecycle.co.uk.
- 2 Minimum quantity of 10 electronic items for FREE* pick up. Collections booked after 10am will be scheduled for pick up the following day (Monday-Friday 8am-6pm).
- 3 Minimum quantity: 10 units

Number of parcels to be collected:

Total quantity of items enclosed:

Your preferred collection date and time:

Security seal serial numbers:

Full collection address (incl. location where parcel is stored, e.g. Reception):

Any special access instructions:

Contact name:

Contact telephone number(s):

Help & questions?

If you have any questions please feel free to contact us directly on:

T: +44 (0)161 710 0172 **E:** collections@readysetreecycle.co.uk

RSR FREE* collection request policy

These instructions form part of the contract requirements between the Client stated on the above collection request form and Ready Set Recycle LTD and should be reviewed accordingly.

1. Completing your collection request form

Please fully complete your RSR FREE* collection request form, which can be found at: www.readysetrecycle.co.uk, confirming ALL of the following;

- Number of items and number of parcels to be collected
Minimum quantity of 10 electronic items for FREE pick up
- Your preferred collection date and any time constraints
- Precise pickup location e.g.; Box Office, Control Office, Lost Property, Reception
- Any access restrictions the driver needs to be aware of
- Relevant contact information

2. Submitting your completed form

Your completed form, together with any available soft copy inventory documentation, should then be emailed to: collections@readysetrecycle.co.uk.

3. Acknowledgement of receipt

Upon receipt of your completed form, a confirmation email, together with your return shipping label to be affixed to your parcel(s), shall be sent by RSR confirming;

- Your booking reference number
- Number of items and number of parcels to be collected
- Your preferred collection date
- Pickup window – please note:-

Minimum 6hr window offered i.e., 8am-2pm, 9am-3pm, 10am-4pm, 11am-5pm, 12-6pm.
Default window: 8am-6pm

Please note:

Same-day collections are available upon request – and where collection requests are received pre-10am Mon-Fri, excluding UK public holidays.

Collections booked after this time shall be scheduled for next-day collection, 8am-6pm, unless otherwise requested.

All free* collections shall be attempted Mon-Fri excl. UK public holidays.

Weekend collections may be arranged as required, but may be chargeable – please ask your account manager for details.

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4. Hard copy documentation

A hard copy of your completed collection request form, together with any available hard copy inventory documentation, should be enclosed with your items.

5. Packaging

Unless otherwise agreed, where there are less than 30 items to be collected, we request that you use your own packaging. All items that are not already broken/damaged should be wrapped in protective packaging such as bubble-wrap or equivalent;

- This measure helps to ensure that, in the event of the original owner of an item being identified after the legally required holding period has lapsed, and where items have been collected but are yet to be processed by RSR, they may be returned to you or the original owner in the same condition that they were received by RSR. Broken items may be enclosed as they are.
- For bulk collections, where there are approx. 30+ mobile devices or 4+ laptops to be collected, RSR can provide secure collection containers upon request - see 6, below.

6. Bulk collection requests

Where there are approx. 30+ mobile devices or 4+ laptops or other data bearing items, please request a larger secure collection container(s) from RSR so as to negate the risk of heavily laden parcels splitting in transit.

Protective packaging shall also be supplied by RSR (protective wallets for mobile phones, bubblewrap for laptops, tablets, etc.) to help ensure the safe transit of any items that are not already broken/damaged - see 5, above.

7. Itemised audit reports, data erasure certificates

All automated reports and certificates shall be posted on your RSR client portal account upon completion of the processing of all items received in each batch.