Quantum Lifecycle Partners Terms and Conditions

Archived copy of the Terms and Conditions published at www.quantumlifecycle.com/terms before Version 1.0 (Canada) took effect. Text as last updated on the website on June 16, 2022.

1. Quantum agrees to arrange for the pick-up of material from the Customer as discussed via phone, email, text, or LiveChat.

2. Quantum will make its best efforts to pick up the material on the date communicated to the Customer during the time frame communicated to the Customer. Quantum makes no express guarantees that it will be able to fulfill these dates and times and will face no penalty if it is unable to fulfill the pick-up on these dates and times.

3. The Customer agrees to provide Quantum with at least 48 hours notice of a cancellation or change of appointment. If the Customer fails to give Quantum 48 hours notice of a cancellation or change or appointment, Quantum reserves the right to charge the customer a cancellation fee or change fee.

4. The Customer warrants that it is the legal owner of the material being collected by Quantum. To the extent the Customer is not the legal owner, the Customer hereby indemnifies and holds Quantum harmless against any and all actions brought by any persons claiming to be the lawful owner of the material.

5. The Customer acknowledges that if any material information changes regarding the pick-up of electronics for recycling, the Customer will inform Quantum as soon as possible and no later than 48 hours before the pick-up. This includes information regarding the quantity of material (either more or less), the location or the quality of material. If the Customer fails to give Quantum 48 hours notice of a change of information regarding an appointment, Quantum reserves the right to charge the customer a change fee.

6. The Customer understands that Quantum reserves the right to charge full price for the disposal of any hazardous materials sent to Quantum where our ECA restricts the receipt or handling of such materials. Quantum also reserves the right to return, at The Customer’s sole expense, any materials sent to it where our ECA restricts receipt of such materials. Hazardous materials include, but are not limited to, paint, aerosol canisters, compressed gas cylinders, medical and bio-hazard waste, smoke detectors, fire extinguishers, liquids, PCB ballasts and other combustible material.

7. The Customer understands that Quantum reserve the right to charge full price for any pickups with undisclosed logistics constraints such as stairs or lack of either a truck level loading dock, ground level loading area, or adequate parking area. Furthermore, Quantum may charge customers for parking tickets issued during the course of a pickup.

8. The Customer acknowledges that it has reviewed the accepted materials list and understands that Quantum may charge customers for certain items, including, but not limited to: Oversized equipment such as Photocopiers, Plotters, Server cabinets/racks, Smartboards, Amplifiers,

Microfiche readers, Tape libraries, POS Terminals, Retail Kiosks; Hazardous Items such as Batteries, Ink & Toner, Light Bulbs, PCB Ballasts, Paint, All types of Combustible or Flammable Liquids, Aerosol Cans, Compressed Gas Cylinders, Medical and Bio-Hazard Waste, Sharps, Smoke and CO Detectors, Fire Extinguishers, Liquids of any kind, general garbage or solid waste. General garbage will be charged at a rate of no less than $0.30/lb.

9. Customers will be charged no less than $35 for each recycling bin that is returned to Quantum in an unreasonably soiled condition. Unreasonable will be defined as unfit to be redeployed to a customer location without a thorough cleaning. Causes include, but are not limited to, exposure to any liquid, spilled ink or toner, exposure to the elements, or the presence of any sharps, medical, or biomedical waste.

10. Lead times, collection fees, rebates, and charges are subject to change without notice.

11. Customers in Ontario warrant that no items were purchased or procured from out of province.

12. WEEE (waste electric and electronic equipment) collected by Quantum is handled in compliance with the R2:2013 standard with respect to data security, environmental protection, and hazardous material handling, and with the Ontario Electronic Stewardship Reuse & Refurbishment program, where applicable. End-of-life assets are processed in accordance with the ERS:2010 standard. Assets are disposed of via a variety of methods including: refurbishment and reuse, parts harvesting, manual and mechanical separation and incineration. Quantum will apply, at its sole discretion, the most appropriate disposition method to any given asset unless specified by the customer in writing prior to the pickup of said equipment.

13. Unless a specific methodology is requested by The Customer, Quantum will perform data destruction on all data bearing devices according to “best method” which can include one or many of the following techniques: Shredding, punching, sanitization or incineration.