

Product Take-Back and End of Life Processing Requirements (EPEAT 4.6.1.1 | 4.6.1.2 | 4.6.2.1)

Koi Computers offers a nationwide take-back service for proper end-of-life management of EPEAT-registered and formerly EPEAT-registered products through our authorized recycler COM2 Recycling Solutions. COM2 Recycling Solutions is a R2 Certified Electronics Recycler.

Koi Computers offers a take-back program for all the following programs managed by either Koi Computers or Koi Computers' authorized agent.

- Management of leased products where either Koi Computers or Koi Computers' authorized agent retains legal ownership.
- Trade-in/Exchange programs where the customer surrenders the product to Koi Computers (or their authorized agent) in return for compensation or replacement product.
- Product service and/or limited warranty programs, operated by either Koi Computers or a contractual agent, where a product (or similar product) is returned to a customer.

Commercial E-Waste Take-back Program (Institutional & Non-Institutional Products)

Customers with products and components that have reached end-of life (e-waste) are encouraged to recycle locally through an R2-certified electronics recycler. However, whenever local recycling via a R2 certified electronics recycler is not feasible, customers may utilize Koi Computers' Commercial E-Waste Take-back Program.

Under this program, all EPEAT-registered and formerly EPEAT-registered Koi Computers-branded products, including residual equipment and components derived from those products¹, may be recycled via our authorized recycling contractor. The recycling of batteries is done through call2recycle.org (Formerly RBRC) – see below.

To utilize this program, customers may send shipments of end-of-life products to the following address:

Koi Computers Commercial E-Waste Take-Back Program
1341 Warren Avenue, Suite B
Downers Grove, IL 60515

Customers must contact Koi Computers at (630) 627-8811 before shipping any end-of-life products. Shipping expenses and arrangements are the customer's responsibility. Customers may be invoiced for the cost of processing upon arrival to our authorized and certified recycling contractor's facility. If applicable, Koi Computers' representative will provide a quote with the estimated charge.

¹ Residual equipment and components derived from those products

Battery Recycling

While Koi Computers is not a collection site for Call(2)Recycle, Koi Computers will accept various batteries that are recyclable and will work with an a call(2)Recycle collection partner in the area for proper recycling. Shipping expenses and arrangements are the customer's responsibility, but Koi Computers will assume the responsibility and cost for processing upon arrival to our facility.

Customers must contact Koi Computers directly at (630) 627-8811 prior to shipping any batteries under this program.