



# TerraCycle® Zero Waste Box™ User Guide



Zero Waste Box™ is a complete and convenient solution to store, ship, and recycle a particular type of waste that isn't currently recycled through local councils or traditional recycling facilities. The purchase price includes shipping to you and back to TerraCycle's recycling facilities as well as the actual cost of sorting, cleaning, processing, and recycling the waste.

# How to assemble



1. The box is delivered flat packed. Please lay it on a flat surface and unfold it.



2. Fold the side flaps inward.



3. Fold the box lid over.



4. Push the small closure flap inwards to secure your Zero Waste Box.



5. Push the flaps on top of the lid inwards to create an opening.



6. Apply pressure on all sides so that the box is able to stand freely.



# How does it work?

## Collect

Once assembled, you can place the Zero Waste Box anywhere – at home, in an office, in-store, at an event and more. It's now ready for you to dispose of the accepted waste into the box. To make things even easier, you'll find a list of accepted and unaccepted waste directly on the box.

## Ship

When full, please seal the box and send it back to TerraCycle by using the prepaid shipping label that is fixed at the back of the box. You can either organise the collection by calling UPS on **03457 877 877** or by following this procedure online:

1. Go to [ups.com/gb](https://www.ups.com/gb), click on 'Shipping', and select 'Schedule a Collection'.
2. Fill in all the relevant fields on the page, making sure to do the following:
  - **Section 1** – fill in a tracking number for each Zero Waste Box to be collected
  - **Section 2** – fill out all the mandatory fields
  - **Section 3** – enter the quantity of boxes and total estimated weight of all boxes together
    - 1 small Zero Waste Box weighs ~7kg
    - 1 medium Zero Waste Box weighs ~15kg
    - 1 large Zero Waste Box weighs ~25kg
    - always choose 'UPS Standard' under 'UPS Domestic Service section'
    - under 'Does your collection contain items that weigh more than 32 kg?', tick 'No'.
  - **Section 4** – select collection date and enter 'Zero Waste Box' as the 'Collection Reference'
  - **Section 5** – unhide this section and enter an email address.
3. You should receive an email to confirm that your request has been processed.

## Recycle

All compliant materials collected through Zero Waste Boxes are sorted and then processed into raw materials used to make new products. [Learn more about how TerraCycle recycles your waste.](#)

For more detailed instructions on using your Zero Waste Box, visit our [online User Guide](#).

Questions? Please contact TerraCycle at [customercare@terracycle.co.uk](mailto:customercare@terracycle.co.uk) or **01465 915018**.

