

Commonwealth of Pennsylvania
Procedure for Recycling Toner/Ink Jet Cartridges and
Reporting Defective Toner Cartridges

The Commonwealth recycles used toner and ink jet cartridges through a non-profit organization affiliated with UniqueSource Products & Services (UniqueSource): Goodwill of Southwestern Pennsylvania located in Uniontown, Pennsylvania. The cartridges returned to Goodwill will be either recycled, or remanufactured by persons with disabilities and resold back to the Commonwealth via the DGS statewide contract for office supplies.

These recycling procedures apply to all ink and toner cartridges, regardless of type/brand, including, but not limited to, copiers, facsimiles, printers, multi-function machines, Hewlett-Packard, Lexmark, Epson, Canon, Brother, Ricoh.

At no time should cartridges be returned to any other recycling center, manufacturer, office supply company or thrown into the trash. Cartridges may only be recycled through the UniqueSource/Goodwill program.

Recycling procedures for Commonwealth agencies located within the Harrisburg area:

- The DGS Recycling Center has placed containers at various collection points within your building to facilitate easy pick-up. If you cannot find a collection container at your location, please call the **DGS Recycling Coordinator at 717-772-2300**.
- After securely packaging your empty cartridge in a cartridge box, **or the equivalent**, place the cartridge in the container provided by the DGS Recycling Center.
 - Do not place defective cartridges in the recycling containers; instead, you should follow the **Procedure for reporting defective toner cartridges** referenced below.
- When the DGS Recycling Center picks up other items, such as paper/newspaper/cans, at your building, they will also pick up your cartridges.
- Any questions related to the recycling program may be directed to the **DGS Recycling Coordinator at 717-772-2300**.

Recycling procedures for Commonwealth agencies located outside the Harrisburg area:

- Contact Goodwill of Southwestern Pennsylvania at **412-632-1445** to request a prepaid return shipping label for recycling toner and ink jet cartridges. Upon receipt of your request, Goodwill will email the label to you. Additional packaging instructions are available at www.operationgoodbrother.com.
 - For defective cartridges, you should follow the **Procedure for reporting defective toner cartridges** referenced below.

- After securely packaging your empty cartridge in the cartridge box, **or the equivalent**, attach the prepaid return shipping label to the outside of the box, and, depending on the parcel carrier referenced on the label, give the package to the UPS or FEDEX driver the next time they make a delivery.
- To help contain the shipping costs of the empty cartridges, Goodwill has recommended the following:
 - Contain cartridges securely in factory packaging or sturdy box up to 15 pounds.
 - Place smaller ink jet cartridges inside larger toner boxes.
 - Affix one (1) prepaid return shipping label per package.
 - Please do your best to protect these cartridges for shipping.
- Any questions related to the recycling program may be directed to the **DGS Recycling Coordinator at 717-772-2300**.

Procedure for reporting defective toner cartridges:

- If/when you receive any defective cartridges that were remanufactured by Goodwill, you should immediately notify **UniqueSource** and **DGS** of the issue by completing and submitting the [Form for Reporting Defective Goodwill Remanufactured Toner Cartridges](#).
 - The form must be completed in its entirety and emailed as an attachment to UniqueSource (swenrich@uniquesource.com) with a copy to DGS (ra-uniquesource@pa.gov).
- Please do not insert the requested information into the body of the email; the information must be contained within the form and emailed as an attachment.**
- Upon receipt of the completed form, UniqueSource will contact you with any additional questions, provide instructions for returning the defective cartridge to Goodwill, and/or have a replacement cartridge sent to you.
 - This procedure only applies to defective toner cartridges that are remanufactured by UniqueSource/Goodwill. There will be a sticker affixed to the top of the cartridge to identify it as being remanufactured by Goodwill.
 - If/when you receive any defective cartridges from the Original Equipment Manufacturer (OEM) and/or a cartridge that was remanufactured by a company other than Goodwill, you should notify the contractor for the statewide office supplies contract, and they will assist with the return.