

To make your Scouts Appeal as simple as possible please follow the steps below when your goods are ready to send:

1. Get packing

When packing your goods for collection, try and reuse old boxes as this is better for the environment. Please ensure that all products are packed carefully and securely as we do not offer compensation for broken or damaged items.

If possible pack your toners in the original boxes. By taking out the inner packaging you should be able to fit two cartridges into a box. If you have multiple toner boxes tape them together securely. Scouts Appeal will collect packages of up to six toner boxes (stacked two wide and three high).

Cartridges, mobile phones and PDAs can also be packed into old cardboard boxes. Remember to tape the tops and bottoms of your boxes securely to prevent them bursting during transit.

Scouts Appeal can pick up as many as eight packages (each weighing no more than 20 kilograms) per collection. If you have more than eight packages please call 08451 30 20 10.

Please note, we do not accept:

- Toner bottles
- Ribbon cartridges
- Epson inkjet cartridges
- Broken cartridges
- Analogue phones
- Mobile phone cases
- Pagers
- Other electronic equipment

2. Complete your packing sheet

To help us ensure that all your goods have arrived please fill in a packing sheet every time you send us a collection. There is a sample sheet in this welcome pack which you can photocopy or alternatively they can be downloaded from www.scoutsappeal.com Pop a signed and completed packing sheet into your package and keep a copy for your records.

3. Request your collection

Once your packages are ready, please call 08451 30 20 10 to request your collection. Let us know a suitable date for collection, the number of packages you have and the collection address. Collections will take place within 48 hours although we cannot guarantee a specific time of day. We are also unable to provide weekend and same day collections.

4. Label your goods

When you call to request your collection we will email you a label to use on your packages, you can also download labels from the website. To help ensure you receive accurate payment for your collection each package must be clearly labelled with:

- Your collection request number
- The collection address
- The number of boxes being returned e.g. 1 of 3, 2 of 3, 3 of 3



