

Product Hardware Take Back and Recycling Program.

The European Union's directive on Waste Electrical and Electronic Equipment (WEEE)

The Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment (WEEE) came into force on February 13, 2005, and has been transposed into national law by the EU member states. The EU Directive 2002/96/EC was created to improve the collection and recycling of WEEE throughout the EU, and to reduce the level of non-recycled waste. Directive 2002/96/EC will be repealed with effect from 15 February 2014 and replaced by EU Directive 2012/19/EC of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment ("WEEE recast" or WEEE 2"). This document provides a general description of VXL's approach to meeting the requirements of the WEEE legislation.

The directive gave some flexibility to the member states in implementing their individual WEEE regulations leading to the definition of varying implementation requirements by country and may involve considerations beyond those reflected in this document. This statement is not intended and shall not be interpreted or construed to be legal advice or to be legally binding on VXL or any third party.

VXL's Commitment

VXL is committed to a safe and healthy environment and has been working diligently to ensure its compliance with WEEE legislation. VXL has met its national obligations to the EU WEEE Directive by registering in those countries to which VXL is an importer. VXL and all products sold by VXL will comply with WEEE legislation by:

- designing its equipment with consideration to future dismantling, recovery and recycling requirements;



- marking its products with the required symbols  and informing users of their obligation to separate WEEE from general waste and dispose of it through the provided recycling systems;
- reporting information as required by each member state;
- facilitating the collection, recycling and disposal of WEEE from businesses as defined by the applicable member state regulation;
- providing information to treatment centre's according to the requirements defined in the local regulation.

VXL continues to work with WEEE consortia and suppliers and our distributors and resellers to provide efficient processes for complying with WEEE obligations and we continue to refine those processes. VXL will be closely watching the EU WEEE recast process and its transposition into national law to implement upcoming requirements to the date they become effective.

Obligations for buyers of Electrical and Electronic Equipment

As of 13 August 2005, in each EU member state where a WEEE scheme has been implemented, disposal of EEE waste other than in accordance with the scheme is prohibited. Generally, the schemes require collection and recycling of a broad range of EEE products, including personal computers. VXL ThinClients fall within the scope of the directive and the implemented member state regulations. All such VXL products that have reached end-of-life must not be disposed as general waste, but instead, put into the collection and recycling system provided in the relevant jurisdiction.

EU Battery Directive

In September of 2008, the EU also implemented the EU Battery Directive requiring producers of all battery types to properly manage and recycle their batteries at end of life. As a producer of Portable Batteries on the EU Market, VXL has met its obligations by registering and joining Compliance Schemes in those countries it places batteries on the market and where threshold levels are met. Most batteries sold by VXL are embedded within its hardware products and are not intended to be removed by the customer. When required, batteries and/or packaging are appropriately marked with the crossed-out wheelee bin symbol and are labeled with the chemical composition and/or capacity marking.

Collection and recycling of WEEE

VXL takes responsibility for the collection and recycling of WEEE where VXL is legally responsible for those obligations. These services are provided to the customer at no cost where the VXL branded products and Batteries require recycling under this program. In other countries, where the Business Partner is the legally responsible party, we expect the Business Partner to take responsibility for all applicable obligations related to the importing and sale of VXL products including notification of authorities, reporting, showing registration numbers and/or visible fees on customer invoices, and collection and treatment of WEEE.

WEEE from businesses

VXL meets its obligations in those countries, by joining consortia (where available for such purposes) or contracting with EARN (European Advanced Recycling Network) to provide collection and treatment services for WEEE from eligible businesses.

For electrical and electronic equipment (EEE) purchased before 13 August 2005, VXL will arrange for the collection and treatment, without charge to the customer (regardless of manufacturer) if part of a 1:1 replacement sale. For all VXL products put on the market after 13 August 2005, VXL will arrange for the collection and treatment of the products regardless of whether a VXL replacement product is purchased. Other arrangements or agreements differing from the above may be agreed on contractual level if they are in scope of the directive or local jurisdiction. It is a requirement that the products to be collected are in a condition that will not endanger those collecting them. Please refer to our terms and conditions and packaging guidelines.

WEEE Compliance in other Geographies

VXL complies with WEEE marking and other requirements in all geographies where we do business. The WEEE marking on VXL products applies to all countries with WEEE and e-waste regulations (e.g., European Directive 2002/96/EC, India E-Waste Management & Handling Rules, 2011). Appliances are labeled in accordance with local regulations concerning waste electrical and electronic equipment (WEEE). These regulations determine the framework for the return and recycling of used appliances as applicable within each geography. This label is applied to various products to indicate that the product is not to be thrown away, but rather put in the established collective systems for recycling these end of life products.

VXL Take Back and Recycling Programs Terms and Conditions

These terms apply to any hardware product returned to VXL ("Returned Product") through VXL's recycling Program ("Recycling"), and any associated services described below ("Services") performed by VXL.

1. Nationwide UK / European and USA, Canada and Latin America customers may request that VXL pick up and dispose of Returned Product from our two regional Take Back and Recycling centers based in Manchester, UK and Houston, Texas respectively. In each case the Customer is responsible to de-install, pack according to VXL specifications, and stage the product for pick up / delivery to VXL's nominated regional location. VXL's packaging specifications and information on how to submit a recycling request are stated in this document on page 5 and 6. The terms set forth below apply to all Returned Products, followed by terms where VXL provides these additional Services.

2. For all Returned Products:

a. Customer

(i) Customer warrants that it has clear and merchantable title to the Returned Product, and Customer transfers ownership of the hardware and associated software licenses in the Returned Product to VXL upon pick-up of the Returned Product by VXL or by VXL's logistics provider, free and clear of any liens and encumbrances.

ii) VXL strongly recommends that Customer make a back-up or archival copy of:

- all Customer data and all software contained on all Returned Products for which Customer is entitled to retain a back-up or archival copy, and
- all data and software on any systems or equipment that may be impacted by the Returned Product.

(iii) VXL strongly recommends that Customer erase all data on Returned Product(s) prior to delivery to VXL's nominated regional location / pick up by VXL.

(iv) Customer must make sure, at the time of return, that Returned Product is in working condition and there are no hazardous materials introduced after the original delivery of the product to the Customer that make the Returned Product unsuitable for recycling or other disposition by VXL.

b. VXL

(i) VXL will pick up, transport or receive the product at nominated regional location and recycle or otherwise dispose of Returned Product in compliance with applicable law, and VXL will be responsible for any associated fees.

(ii) Any Returned Product will be destroyed and recycled.

(iii) It may not be possible for VXL to identify and return Returned Product delivered to VXL's nominated regional location or made available for pickup in error (e.g., wrong product, additional product) by Customer.

iv) VXL may not offer its recycling programs in every country or for all hardware products VXL may, in its discretion, decline specific requests for Returned Product(s), where, for example, the products are damaged or contain hazardous materials that prevent proper recycling or disposition. VXL reserves the right to change or modify these terms and conditions at any time.

Steps to Coordinate a Return

- De-install and package equipment in suitably secure packaging. Original product packaging is not essential. If you need assistance with de-installing your VXL equipment, please contact your VXL Service or Sales representative.
- Please complete recycling returns form (<http://www.vxl.net/Support/recycling.aspx>), fill out completely and submit.
 - Contact Person must be someone who can receive phone calls and/or emails from our recycling service team and be able to confirm packaging details and coordinate delivery to our nominated regional location or to schedule a pick up appointment.
 - Pick up request cannot be scheduled until the all required packaging details are made available to our recycling service team. It is critical to provide the dimensions (L" x W" x H") of each shipping unit (pallet, box, rack). If scales are not available to weigh the shipping units, an estimate is sufficient.
- Within 3 business days, you will receive a confirmation email including a RRN (Recycling Returns Number). Within another 3 business days you will be contacted by our recycling service team to confirm the shipment details and coordinate delivery to our nominated regional location or to schedule a pick up appointment.
- The recycling service team will email instructions on packaging and labelling the products correctly with required information including reference number. Upon receipt please arrange delivery to our nominated regional location or prepare your products for pick up at the agreed collection location. Securely attach shipping labels to each pallet, box or free standing unit.

Packaging Guidelines

- 1) It is best to use the original box and packaging in which you received your equipment. If the original box is missing or damaged, an equivalent box of similar size and in good condition can be used.
- 2) Items should never be shipped without foam, bubble wrap or static bag to restrict movement during transportation. They should be securely sealed and crushed or damaged boxes should never be used for returning items.
- 3) If you ship multiple items within the same box, be sure each item is protected by separate packing foam or bubble wrap. The preferred method for returning items is each in its individual box and wrapping.
- 4) Once the RRN (Recycling Returns Number) note has been placed in the box be sure to use appropriate packaging tape to seal the box.



- 5) It is imperative that the RRN number be written on every box being returned and these reference numbers should be listed on the shippers documents. Mislabelled or un-labelled RRN delays the receiving process.

- 6) Remember to keep all copies of your shippers documentation used to return items. List the RRN number and quote the number on any internal documentation or records. Make sure the box has an address label with shipping and receiving addresses listed and make sure all relevant paperwork is provided along with shipment to avoid importation / receiving delays.

For more information on VXL's product recycling programs, please visit <http://www.vxl.net/Support/recycling>