



Retail Take-Back Partner Frequently Asked Questions

Q. How do I get started?

- Notify the Take-Back Coordinator that you are interested in becoming a take-back partner.
- The coordinator will supply you with collection bins and guidelines.
- Place battery collection bucket in a visible place.
- Keep the fluorescent box “behind scenes” so your staff can handle the bulbs when received from the customer.
- Make a few copies of the Drop-Off Request form for later use.
- Put up window and shelf signs to advertise program in your store.

Q. Why should I become a take-back partner?

- You will be providing a service that many customers seek and demand, and will appreciate your providing them.
- You will receive positive publicity for your business and enhance your business image.
- Take back activity adds points to your application for certification as a Green Business. Contact your coordinator to find out more information.

Q. Is there a charge to dispose the materials?

No. Because you are delivering these materials to the county on behalf of your customers’ households, and not for a business that generated them, there is no charge.

Q. How will my customers be aware of this service?

- The County will provide window decals & point-of-sale shelf talkers.
- The County of San Mateo and PG&E will generate press for this program.
- Various on-line databases list drop-off locations for county residents.
 - www.recycleworks.org
 - www.flowstobay.org
 - www.earth911.org

Q. How do I transport the bulbs and/or batteries to the HHW site?

- The bins provided will have a Universal Waste label on the back that entitles you to carry batteries and mercury containing equipment.
- You do not need an EPA ID number since you will be hauling materials only for households.
- You can only store them for up to a year by law. Always label the “Accumulation Start Date” on the Universal Waste label
- Please limit the fluorescent light load to 220 lbs.



**Retail Take-Back Partner
Frequently Asked Questions (cont.)**

Q. What if a customer brings a different type of household hazardous waste that I do not collect?

- Refer them to the county HHW program.
- Business cards and brochures will be provided to your store in order to lead the public in the right direction for proper disposal and recycling.

Q. What if a fluorescent bulb breaks in my store?

- See attached handout.
- NOTE: Be sure to train your staff as fluorescent lights do contain a few milligrams of mercury. That is why they need to be recycled!

Q. Can I include bulbs and batteries that are generated from my store or other businesses?

- No. This program is only a service to the public. You may not mix your materials with the ones dropped off from the public.
- As a business, you have to use the Very-Small Quantity Generator (VSQG) Program to drop off your business waste, at standard fee rates.
- If you bring other waste (like paint, chemicals, cleaners, etc.), you will need an EPA ID number, as required by the VSQG program.
- Visit www.smhealth.org/vsog for more information.

Q. I already participate in the Rechargeable Battery Recycling Corporation (RBRC) take back program for rechargeable batteries (as required by law). How do these two programs fit together?

- Rechargeable batteries are still a small part of the household battery market. RBRC does not accept single-use batteries from its program participants.
- Customers searching battery drop offs already find you as an RBRC partner – and they'll be pleased to be able to meet all their take-back needs in one location.