

WEEE Take Back Statement

Waste Electrical and Electronic Equipment (WEEE) Regulations 2013 /
Customer Take Back Policy.
WEEE Registration Number: WEE/GG4998UZ



Policy reviewed: May 2026

1. Our Commitment to Responsible Recycling

The Hire Supply Company (HSC) is committed to minimising the environmental impact of electrical and electronic equipment (EEE) placed on the UK market. In accordance with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013, HSC operates a take back scheme to ensure that end-of-life electrical products are handled, treated, and recycled in an environmentally responsible manner.

2. Customer Responsibilities

Under HSC's WEEE take back policy, the customer is responsible for the safe return of all waste electrical and electronic equipment to HSC. This includes, but is not limited to:

- Arranging and bearing the cost of transporting the WEEE item(s) back to the designated HSC returns address.
- Ensuring that all returned items are packaged safely and securely to prevent damage or hazard during transit.
- Clearly identifying returned items with the original order reference or customer account number.
- Notifying HSC in advance of any planned return to ensure correct processing upon receipt.

Please note that HSC is unable to accept WEEE items returned without prior notification or that arrive without appropriate identification. Items returned in an unsafe condition may be refused.

3. HSC's Obligations Upon Receipt

Once a WEEE item has been returned to HSC, we will ensure the following:

- All returned WEEE will be directed to an approved Authorised Treatment Facility (ATF) or a registered WEEE recycler compliant with UK and EA (Environment Agency) standards.
- Items will be treated, dismantled, and processed in a manner that maximises recovery of materials and minimises landfill waste.
- Hazardous components (such as batteries, capacitors, and fluorescent lamps) will be handled and disposed of in strict accordance with applicable environmental legislation.
- HSC will maintain records of all WEEE collected and recycled in compliance with our obligations under the WEEE Regulations 2013.

4. How to Arrange a Return

To arrange the return of WEEE equipment to HSC, customers should follow the steps below:

- Contact the HSC customer services team by email or telephone to notify us of the item(s) to be returned and obtain a Return Number (RN).
- Clearly mark the outer packaging with the RN and ship the item(s) to the HSC returns address provided at the time of authorisation.
- Retain proof of postage or courier dispatch for your records.
- HSC will acknowledge receipt of the returned item(s) and confirm onward processing within 10 working days.

5. Further Information

For further information regarding our WEEE take back policy, or to enquire about arranging a collection for large or bulky items, please contact HSC directly. Additional guidance on WEEE obligations for businesses is available from the Environment Agency and the UK Government's official guidance at gov.uk.



Nottingham 0115 946 1988
London 0208 830 8333



Nottingham sales@hscgroupuk.co.uk
London sean@hscgroupuk.co.uk



hscgroupuk.co.uk

