

WEEE Returns Policy – B2B Customers

1. Purpose

This policy outlines Solsta's approach to managing Waste Electrical and Electronic Equipment (WEEE) returns from business customers, in compliance with the UK WEEE Regulations.

2. Scope

Applies to all electrical and electronic equipment (EEE) supplied by Solsta to business clients within the UK.

3. Responsibilities

- **Producer Responsibility:** Solsta is registered with a WEEE compliance scheme and ensures proper treatment and recycling of WEEE.
- **Business Customer Responsibility:** Business customers are responsible for the safe storage and return of WEEE and must ensure it is not disposed of via general waste streams.

4. Return Process

- **Eligibility:** Returns are accepted for EEE originally supplied by Solsta, on a like-for-like basis.
- **Notification:** Customers must notify Solsta of intent to return WEEE within 30 days of replacement or disposal planning.
- **Collection:** Collection services are available for bulk or large items. Charges may apply depending on location and volume.
- **Packaging:** Customers must ensure WEEE is securely packaged and labelled for transport.

5. Data Security

Customers must ensure all data-bearing devices are wiped prior to return. Solsta accepts no liability for data breaches resulting from returned equipment.

6. Environmental Handling

Returned WEEE is:

- Processed by Approved Authorised Treatment Facilities (AATFs)
- Recycled or recovered in line with environmental standards
- Tracked for compliance reporting

7. Documentation

Customers will receive:

- A WEEE transfer note or collection certificate
- Confirmation of compliant disposal
- Annual summary of WEEE returns upon request

8. Compliance Scheme

Solsta is a member of the Valpak WEEE Registration scheme and holds WEEE Producer Registration Number: WEE/MM7565AA.

9. Contact

For WEEE returns or queries, contact:

- Email: compliance@solsta.co.uk
- Phone: +44 (0)1527 830800
- Website: www.solsta.co.uk