

E-waste collection guidelines / points to note

For clients who have booked ALBA IWS's door-to-door e-waste collection service, please pay attention to the following to facilitate the collection:

(Preparation before collection)

- Please inform our customer service team if lift is not available / out of service in your building
- Please inform our customer service team if there is a staircase inside the provided collection location

ALBA IWS reserves the right to decline collection should any client fails to follow the below guidelines.

- **Air conditioner**
 - Please unplug your air conditioner.
 - If it's a split type air conditioner, please move the outdoor unit indoors.
 - Please place your air conditioner on the ground and near the front door.
- **Washing machine**
 - Please unplug your washing machine.
 - Please disconnect your washing machine's pipe from the drain.
 - Please empty your washing machine. ALBA IWS will not keep any remaining items for clients.
 - Please place your washing machine near the front door.
- **Refrigerator**
 - Please unplug your refrigerator.
 - Please empty your refrigerator. ALBA IWS will not keep any remaining items for clients.
 - ALBA IWS reserves the right to decline the collection if the refrigerator is in unsanitary condition (e.g. food waste, cockroaches or ants are found).
 - Please place your refrigerator near the front door.
- **Television**
 - Please unplug your television.
 - Please take your television off the wall and rack.

- Once collected, the rack attached to the television will not be returned.
- Please place your television near the front door.

- **Computer**
 - Please unplug your computer.
 - Please erase all personal data in the computer. For the sake of clients' privacy, ALBA IWS will not turn on nor donate any of our collected computers.
 - Please remove the needed accessories (e.g. mouse, keyboard, USB device, hard disk, etc.).
 - Please place your computer near the front door.

- **Monitor / Scanner / Printer**
 - Please unplug your device.
 - Please empty your device. ALBA IWS will not keep any remaining items for clients.
 - Please place your device near the front door.

(On the collection day)

- Please pay attention to any phone call and turn off the junk call blocking app for fear that you will miss our call.
- For the sake of safety, please accept that our collection team will be wearing antiskid shoes throughout the collection.
- Please place a clear sign to distinguish your unwanted and new appliances if they are placed nearby.
- Please reserve enough space for our team to take the items out. You may want to place some cardboard or fabric to protect your floor from possible damage. In case of any serious damage during the collection, please call our customer service hotline immediately.

If there are any questions, please call our customer service hotline at 2676 8888. Service available from Mon to Sat (except public holidays), 09:00 - 18:00.