



Equipment Returns policy | Reusing and recycling our kit

At Virgin Media we are working hard to ensure that equipment that's no longer useful gets disposed of correctly. Many of the electrical and electronic items that we throw away can be recycled and reused – saving both natural resources and removing the environmental and health risks associated with sending this to landfill.

Over the last year we've managed the collection and return of more than 1.5 million set-top boxes and modems - of these we refurbished, repaired and reused over 1.3 million, meaning that if a box is returned to us with a fault, we work with our repair partners to do everything possible to ensure it's as good as new for our next customer to use.

In addition to this, any boxes that cannot be fixed are recycled. Last year we recycled over half a million set-top boxes, modems and mobile phones in the UK, equating to over 1,000 tonnes - that's about 2 Boeing 747 passenger aeroplanes.

But we'd like your help to get even better. Whether you are joining us, upgrading your equipment or even leaving us, we will recycle your old equipment in an accessible and convenient way.

Joining us?

Broadband and set-top box equipment

You can give our old equipment to our technician when they pop round to do the installation, or alternatively you can visit virg.co/recycling for information on how to return or recycle old equipment, together with any associated items such as leads or power supplies.

Mobile Phones

It's easy to forget your old mobile when you get a new one, but with Virgin Media, it's really easy to turn those old mobiles into cash – and do something good for the environment while you're at it. Virgin Media Recycle makes recycling old mobiles easy. Simply go to our website, <https://virginmediatradein.likewise.com/>, enter your details and tell us about the condition of your mobile to get a competitive, fair price in no time. If you're happy with what we've quoted, we'll send you a Freepost bag.

Leaving us?

If you have one of our set-top boxes or Superhubs, then we will arrange the return of the equipment once you have notified us of your decision to leave us.



For all other items visit virg.co/recycling for information on how to return or recycle old equipment, together with any associated items such as leads or power supplies.

Upgrading?

If you are upgrading your service or equipment then simply ensure our technician takes away the old kit when they come round to do the upgrade. Alternatively, visit virg.co/recycling for information on how to return or recycle old equipment, together with any associated items such as leads or power supplies.

Non-Virgin Media equipment?

You can recycle your old Non-Virgin Media electrical equipment by visiting www.recycle-more.co.uk to locate your nearest recycling centre.

Our commitment to you

We try to repair and reuse as much of the customer premise equipment as we possibly can. Unfortunately not everything can be redeployed to support customer demand and anything that is not fit for reuse would be identified as waste and recycled.

Our national distribution centre is also a fully approved authorised treatment facility (AATF) for WEEE. This means we can treat all our electrical waste in line with waste legislation. From here we provide the customer premise equipment to a number of specialist UK recycling partners, where it's broken down into its component parts and materials: this can then be used to support the manufacture of further products.

Virgin Media's producer registration numbers under the WEEE Regulations 2013 are: Virgin Media Ltd WEE/KA0136ZT / Virgin Mobile Telecom Ltd WEE/JJ0135ZT

Packaging

In recent years we've increased the volume of packaging returned through our supply chain infrastructure. All materials are recycled using our UK downstream partners. Packaging recycling is something that we are always looking to improve - whether it's by changing our collection techniques, working with recycling partners or upgrading the bailing equipment, enabling us to save space on our fleet.

In addition, we're constantly working to minimise the packaging materials that we use in order to be compliant to the Packaging (Essential Requirements) Regulations 2015.

Virgin Media's registration numbers are: Virgin Media Ltd NPWD231730 / Virgin Mobile Telecoms Ltd NPWD248581.



For more information on the Packaging regulations please visit

<https://www.ecosurety.com/compliance/packaging/>

Batteries

At Virgin Media, we also provide funding for the treatment of the batteries in our remote control units and mobile phone handsets once they become waste under the Waste Battery and Accumulator Regulations 2009.

Virgin Media's registration numbers are: Virgin Media Ltd BPRN00566 / Virgin Mobile Telecoms Ltd BPRN01997

For more information on the Battery regulations please visit

<https://www.ecosurety.com/compliance/batteries/>

In summary... all of our end of life processes and the partners we use are constantly evolving and changing in line with market conditions, fluctuating commodity prices and changes to environmental legislation. Our commitment is to reduce our environmental impact year on year through developing our supply chain and recycling processes.