

# DETAILED INSTRUCTIONS FOR THE RETURN OF BICYCLE TUBES VIA UPS

**1** Please first enter your **Schwalbe customer number** and confirm your entry with ENTER or by clicking on the small arrow. Your address data will fill in automatically.

**2** Please provide the package weight (min. 15 kg - max. 18 kg is permitted). The package dimension are outlined below.

Please round up the package weight to whole kilograms. If the package complies with the conditions below and you have read the information on possible costs (under point 4), please confirm this by clicking on the two check-boxes. Then click "Process shipment" to create the return label.

## HOW BIG AND HEAVY CAN MY PACKAGE BE?

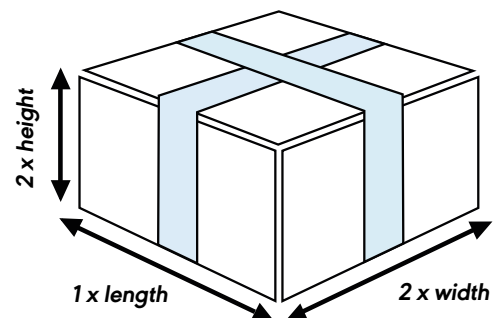
Packages MUST weigh at least **15 kg** (approx. 85 tubes), but should NOT weigh more than **18 kg** (approx. 100 tubes)

The girth dimension of the package must not exceed **300 cm**.  
Girth = 1 x length (longest dimension) + 2 x width + 2 x height = **300 cm**

Additionally, the longest length must not exceed **90cm** and the second longest length must not exceed **70cm**.

We recommend using standard boxes to keep you within the allowable index dimension.

Tubes **containing sealant** should be cut in half and hung up to drain overnight before being added to the carton.



### Index Dimension Examples

60 x 40 x 40 cm => 1x 60 cm + 2x 40 cm + 2x 40 cm = 220 cm

80 x 60 x 40 cm => 1x 80 cm + 2x 60 cm + 2x 40 cm = 280 cm

**3** **Print out** the label and **stick** it on the package where it is clearly visible.

*Make sure there are no other control or shipping labels on your package*

*Only 1 package may be used per return label*

*Now you can drop off the **package** in person at a UPS shipping location or simply give it to a driver with your next UPS delivery or collection*

*Here you can find the nearest drop-off location  
[Find UPS Locations](#)*

**4** UPS usually collects the package the next working day. Please have your package ready for the driver.

## APPOINT A PICKUP

You don't have a UPS drop-off location nearby or no regular delivery by a UPS driver? Then you can arrange a pickup in the form field "pickup information".

**More information on the next page!**

FOR ANY QUESTIONS  
PLEASE CONTACT

**RECYCLING@SCHWALBE.CO.UK**

**THANK YOU FOR  
YOUR PARTICIPATION!**

### IMPORTANT INFO ON POSSIBLE COSTS:

The return of old tubes for recycling is free of charge for your business. However, if a cardboard box is sent in that exceeds the maximum weight of 18 kg or the girth dimension of 300 cm, this can lead to higher costs. In this case, we reserve the right to charge the costs incurred to the sender.

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## APPOINT A PICKUP

You don't have a UPS drop-off location nearby or regular delivery by a UPS driver? Then you can arrange a pickup in the form field "pickup information".

- 1 Enter **pickup date**. Please enter the **next working day** at the earliest. A pickup on the same working day cannot take place.

*Your package can only be picked up from Monday to Friday. Saturday collections are not available.*

- 2 Please leave the Earliest Pickup Time and Latest Pickup Time **unchanged**. The UPS driver will appear during the day.

- 3 Please also enter a **contact name** and **phone number**, in order to be able to clarify possible queries quickly.

You also have the possibility to specify a special instruction, such as a reference to the front door around the corner or similar.

- 4 Click on the button **"send"** and the pickup will be created. A pickup confirmation number will appear.

## TIP



With a click on F5, Ctrl + P or right-click and print, the print command appears again.

## EXAMPLE FOR A PICKUP

Enter pickup date (earliest next work day)

Enter contact name and phone number

Click on "submit"

The screenshot shows the Schwalbe website interface. At the top, the Schwalbe logo is visible. Below it, a message states "Shipment successful" with a link to "Return to Guest Shipping Page". A link to "Click here to Schedule a pickup" is also present. The main section is titled "Pickup Information" and contains a form with the following fields: "Pickup Date" (set to Monday, May 8, 2023), "Earliest Pickup Time" (9:00 AM - 5:00 PM), "Latest Pickup Time" (9:00 AM - 5:00 PM), "Contact Name" (test name), "Phone Number" (+49 12345678), "Room Number", "Floor Number", and "Special Instructions" (5555). A "Submit" button is at the bottom of the form. Below the form, a shipping label is visible with the text "15 KG", "J 660 2-00", and a barcode.

# **TERMS AND CONDITIONS FOR THE USE OF THE SCHWALBE TUBE RECYCLING PROGRAMME**

By participating in the Schwalbe Tube Recycling programme you agree to adhere to the following terms and conditions:

a)

- i) The tubes should be packaged in a good quality cardboard carton which should be securely taped.
- ii) The carton should not exceed the following dimensions:  
The girth dimension of the package must not exceed **300 cm**.  
 $\text{Girth} = 1 \times \text{length (longest dimension)} + 2 \times \text{width} + 2 \times \text{height} = \mathbf{300\text{ cm}}$   
Additionally, the longest length must not exceed **90cm** and the second longest length must not exceed **70cm**.
- iii) The weight of tubes returned in each carton should be a minimum of 15kg and a maximum of 18kg.
- iv) Tubes containing sealant should be cut in half and hung up to drain overnight before being added to the carton.
- v) No other rubbish, such as inner tube boxes, should be included with the returned used inner tubes.

b)

- i) No one shop should return an excessively large amount of tubes in relation to what would be reasonably expected from the particular shop concerned (We understand that initially, shops may be returning larger amounts due to accumulations prior to joining the programme).
- ii) Currently, there is no charge for the Schwalbe Tube Recycling service to participating shops. Therefore, no shop shall charge customers or members of the public a charge or levy explicitly for the disposal of inner tubes or similarly add a surcharge to a bill or invoice for service work which includes changing an inner tube and specifies the disposal of inner tubes\*. Nor shall any shop secondarily resell the Schwalbe Tube Recycling service provided by Schwalbe Tyres UK Limited, whether as a payable service or free of charge, to any other persons or organisations other than promoting the drop-off service for consumers if they elect to be listed as a drop-off recycling point for the Schwalbe Tube Recycling programme.

c)

Schwalbe Tyres UK Limited reserves the right to withdraw the Schwalbe Tube Recycling service from any shop failing to adhere to the above terms and conditions or is otherwise deemed to be abusing the service in the opinion of Schwalbe Tyres UK Limited.

(\*This is subject to review in the light of any future government legislation that may require retail shops to charge customers an environmental disposal surcharge for any used bicycle inner tubes and/or tyres. Where a shop or repairer might add a general environmental disposal charge which does not specifically detail this charge as applying to inner tubes and where the work carried out is not solely the supply and/or fitment of inner tubes, then this would not be considered to be in contravention of these terms and conditions. Where, in the future, it might be necessary, for whatever reason, for Schwalbe Tyres UK Limited to apply a charge to shops for the use of the Schwalbe Tube Recycling service, then the terms and conditions applicable in clause b) ii) will be subject to review by Schwalbe Tyres UK Limited and any changes communicated to participating shops and repairers.)