

## FAQs

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### GENERAL - RECLAMATION/RECYCLING

#### Q. What happens to reclaimed carpet?

A. Entire EcoWorx tiles are ground into small bits and extruded into pellets that become the foundation of the next generation of EcoWorx tile, and the use cycle begins again. We also facilitate recycling of other material with our recycling partners across the country. In some cases recycling is not possible and the material is sent to Waste to Energy (WTE) facilities.

#### Q. How much EcoWorx does Shaw reclaim each year?

A. Since 2006, Shaw has reclaimed and recycled almost 1 billion pounds of carpet (including EcoWorx).

#### Q. Do you only recycle Shaw material?

A. We only recycle Shaw material at Shaw facilities, but we facilitate recycling of other material with our recycling partners across the country. In some cases recycling is not possible and the material is sent to Waste to Energy (WTE) facilities.

#### Q. In what states is non-EcoWorx material reclamation offered?

A. Non-EcoWorx material reclamation is offered throughout the United States and Canada with a 500 SY minimum and new/replacement order placed with Shaw. Unlike EcoWorx recycling, which is free to the customer, there is a fee for non-EcoWorx recycling.

#### Q. Is it cheaper to landfill vs recycle?

A. There are certain circumstances where landfill may be cheaper than recycling, as in locations where landfill rates are especially low. However, we do not compare these costs or ship material to landfill that is picked up for recycling.

### RECYCLERS

#### Q. Do the local outlets (recyclers) of Shaw's collection network provide service exclusively to Shaw?

A. No. The local outlets (recyclers) are independent affiliates.

#### Q. Is there a list of vendors across the country who provide carpet reclamation that can be provided to a customer?

A. We do not have a list to distribute. However, re[TURN] Reclamation Program Guidelines and reclamation project request form ([shawrecycles.com](http://shawrecycles.com)) can be shared with a customer.

## PROJECT INITIATION - COSTS AND QUOTES

**Q. How do I start a reclamation project?**

A. Visit [shawrecycles.com](http://shawrecycles.com) to submit a project request.

**Q. What information is needed to start a reclamation project?**

A. Product/backing type, contact information, pickup address, and the Shaw sales representative assisting with the reclamation project.

**Q. Can reclamation/recycling cost be built into the replacement order?**

A. • No. Reclamation costs will be direct billed to the Shaw customer account number.  
• Reclamation for EcoWorx is free provided material and shipments are found to be conforming upon arrival at Shaw.

**Q. How long will it take to receive a quote for my reclamation project?**

A. Once all information is received by the re[TURN] reclamation team, a quote will be emailed within 3 business days.

**Q. If I have non-EcoWorx material in the same pick-up as EcoWorx material, will there be a cost?**

A. Yes. Any non-EcoWorx material should be palletized separately and there will be a charge for the non-EcoWorx material according to the project quote/proposal from the re[TURN] reclamation team.

**Q. What type of additional charges could I incur for free EcoWorx recycling?**

A. • Drop trailers and liftgates - cost TBD by location  
• Additional fees may apply for non-conforming loads or shipments

## ENVIRONMENTAL GUARANTEE

**Q. Does Environmental Guarantee cover recycling of less than 500 SY of EcoWorx for any US and Canada locations?**

A. No. The minimum quantity to honor the guarantee is 500 SY.

**Q. Does the Environmental Guarantee include the fee to drop off a trailer?**

A. No. Trailer drop fee is additional and not covered by Environmental Guarantee.

**Q. Does the Environmental Guarantee cover the return of non-EcoWorx products manufactured by Shaw?**

A. No. Only EcoWorx products are covered at no charge by the Environmental Guarantee.

**Q. Does the Environmental Guarantee cover EcoLogix?**

A. No. EcoLogix is not covered.

**Q. Does the Environmental Guarantee cover StrataWorx?**

A. No. StrataWorx is not covered.

**Q. How many yards of EcoWorx must I have in order to schedule a pickup free of charge?**

A. Minimum 500 SY is required for Shaw to arrange the free pickup of EcoWorx material.

**Q. Is there a maximum amount of material that can be recycled through re[TURN] Reclamation Program?**

A. No. There is no maximum restriction.

**Q. In what states is the Environmental Guarantee honored?**

A. Shaw's Environmental Guarantee is honored in the continental United States and Canada with a 500 yd minimum. Alaska, Hawaii, U.S. territories and Mexico are covered with a 5,000 yd minimum. Please refer to the [re\[TURN\] Reclamation Program Guidelines](#) for eligibility details at [shawrecycles.com](#).

**Q. What about international reclamation?**

A. Shaw's Environmental Guarantee is honored in international locations with a 5,000 yd minimum. Please refer to the [re\[TURN\] Reclamation Program Guidelines](#) for eligibility details at [shawrecycles.com](#).

**STAGING GUIDELINES****Q. Is there a particular way the material should be arranged and staged?**

A. Yes. The shipment must adhere to the [re\[TURN\] Reclamation Staging Guidelines](#). Those guidelines can be viewed at [shawrecycles.com](#).

**Q. Is there a particular size pallet that must be used to stage the material?**

A. Per our re[TURN] Reclamation Staging Guidelines, pallets can be no larger than 4 ft x 4 ft. Palletized material should be between 38" to 44" high.

**Q. How many pallets can a 53 ft trailer accommodate?**

A. A 53 ft trailer can accommodate approximately 24-26 pallets of 4 ft x 4 ft.

**Q. Who is responsible for packing and staging the material?**

A. It is the customer's responsibility.

**Q. Who is responsible for the labor cost of packaging and staging the material?**

A. It is the customer's responsibility.

**Q. How many pounds of carpet can a 53 ft trailer accommodate?**

A. If loaded properly, approximately 40,000 - 44,000 lbs.

**Q. How many pounds of carpet can a 28 ft trailer accommodate?**

A. If loaded properly, approximately 24,000 lbs.

**Q. Does Shaw provide pallets?**

A. No. Pallets should be provided by the contractor or customer.

**MATERIAL PICKUP****Q. Can I/the customer deliver material to Shaw for reclamation/recycling?**

A. No. Our re[TURN] reclamation team will manage a pick-up of an approved reclamation project. Our re[TURN] Reclamation Program does not receive delivered material from customers, sales reps, or anyone outside of arranged pickups via our re[TURN] reclamation team.

**Q. Will the reclamation/recycling material be picked up using Shaw transport / truck?**

A. Not always. Shaw also uses external freight carriers for reclamation pickups.

**Q. Can EcoWorx reclamation be scheduled for pickup without a replacement (new) order?**

A. Yes. If the material is 500 SY minimum of EcoWorx, a replacement (new) order is not required.

**Q. Can non-EcoWorx material be picked up without a replacement order?**

**A.** No. The material replacement (new order) through Shaw must be verified in order to arrange reclamation pickup for non-EcoWorx material.

**Q. How long will it take for the material to be picked up?**

**A.** Normally, a minimum of five business days from the receipt of the signed quote form and completion of the billing process, unless the customer requests pick up on a specific date.

**Q. Can a shipment be refused for pick up?**

**A.** Yes. If the material is not staged per our guidelines, the shipment could be refused and additional charges assessed.

**Q. What size trailer is available for pickup?**

**A.** We can provide 28 ft, 48 ft, or 53 ft trailers based on availability.

**Q. Can a carrier provide lift gate service?**

**A.** Yes. Lift gate service is available at an additional charge for live load pickups only. If a trailer is to be dropped on premises, the customer must provide a lift truck to load the material onto the trailer.

**Q. If a trailer is dropped on the premises, who do I contact for pickup?**

**A.** Shaw's re[TURN] reclamation team will always be your point of contact. Please do not call the carrier directly. You may contact our reclamation specialist, Stephanie Prather, at 706.532.4169 or [stephanie.prather@shawinc.com](mailto:stephanie.prather@shawinc.com).

**Q. What is a live load?**

**A.** A live load is when staged palletized material at the job site is loaded immediately onto the truck when it arrives. The contractor/customer is responsible for loading material onto the truck in a timely manner.

## RECYCLING CERTIFICATES

**Q. Does Shaw provide recycling certificates?**

**A.** Yes. Shaw will prepare and distribute certificates to customers on a per project basis.

**Q. How long does it take to receive the reclamation certificate from the pickup date?**

**A.** Typically, within 30 days from the date material is picked up.

**Q. Does Shaw provide proof of recycling certification for any project coordinated and managed by a third party?**

**A.** No. Shaw will only provide reclamation/recycling certification for projects approved and managed through our re[TURN] reclamation team.

## CLAIMS

**Q. Does the Environmental Guarantee cover the return of defective or claim related EcoWorx material?**

**A.** No. The Environmental Guarantee ONLY covers the return of post-consumer EcoWorx at the end of its life cycle. Claim returns are managed by Shaw Financial Services.

**Q. Can I contact the re[TURN] reclamation team for a claim return?**

**A.** No. Contact Shaw Financial Services for claims.

## MISCELLANEOUS

**Q. What if I can't identify the type of backing?**

**A.** A photo of the backing can be submitted to the re[TURN] reclamation team for identification. If the backing cannot be identified by the photo, a sample will be requested.

**Q. Does the Environmental Guarantee cover the installation scrap of EcoWorx material?**

**A.** No. The Environmental Guarantee ONLY covers the return of post-consumer EcoWorx at the end of its life cycle.

**Q. Is reclaimed material always being used in new product production?**

**A.**

- If the product reclaimed is EcoWorx tile or EcoWorx broadloom - yes.
- If the product reclaimed is not EcoWorx, we ensure that landfilling is avoided and we may work with various aligned partners (depending on the material's composition) to process it.

## CONTACT US

**Q. How do I contact Shaw's re[TURN] reclamation team?**

**A.** 800.509.SHAW (7429)