

# FAQS - EXTERNAL VERSION

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## GENERAL - RECLAMATION/RECYCLING

*EcoWorx carpet tile includes EcoWorx, EcoWorx BIO and EcoWorx M.*

### Q. What happens to reclaimed Shaw flooring?

A. EcoWorx carpet tile and resilient, ReWorx, and Shaw made resilient are (separately) ground into small bits and extruded into pellets that become the foundation for the next generation of their product type. 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 flooring does Shaw reclaim each year?

A. Since 2006, Shaw has reclaimed and recycled almost 1 billion pounds / 450 kilograms of carpet.

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

A. We only recycle Shaw material (including EcoWorx Resilient) at Shaw facilities, but we offer recycling of Shaw-sold bio based resilient and other soft surface material through 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. Do you recycle EcoLogix or StrataWorx?

A. While EcoLogix and StrataWorx are not covered under our Environmental Guarantee, we will reclaim the product for a fee like other non-EcoWorx and non-ReWorx flooring.

### Q. Do you recycle non-Shaw made resilient?

A. Products with the 800.509.SHAW number printed on the back of the product (which include EcoWorx Resilient and Shaw-made resilient) are accepted for recycling through our Environmental Guarantee. Shaw will reclaim bio-based resilient sold through a Shaw brand for a fee and replacement order of flooring as noted in the program guidelines. Shaw will not reclaim any other resilient flooring.

### Q. Why only recycle EcoWorx Resilient and Shaw manufactured resilient with the 800.509.SHAW number on the back?

A. EcoWorx Resilient and Shaw manufactured resilient have each been formulated to be recycled back into a future generation of its product type. The 800.509.SHAW number allows our reclamation team to easily confirm a resilient product is part of our Environmental Guarantee. If a product does not have the 800.509.SHAW number on the back, but it is believed to be EcoWorx Resilient or a Shaw manufactured resilient, please contact your local Shaw account manager. (Excludes Australia and Mexico. Resilient must have the 800.509.SHAW number to be eligible for reclamation.)

### Q. In what locations is non-EcoWorx or non-ReWorx material reclamation offered?

A. Non-EcoWorx or non-ReWorx material reclamation is offered throughout United States, Canada and Australia with a 500 SY / 418 m2 minimum with an equal to or greater than replacement order placed with Shaw. Unlike EcoWorx or ReWorx recycling, which is free to the customer, there is a fee associated with any non-EcoWorx or non-ReWorx 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.** While we do not have a list to distribute, the [Carpet America Recovery Effort \(CARE\)](#) website is great resource in finding local collectors.

## 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.** For all products, product/backing type with the 800.509.SHAW number, amount of flooring (sf or sy) by product type, contact information, pickup address, and the Shaw sales representative assisting the reclamation project.

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

**A.** • Yes; on a case by case basis, if the re[TURN] team is involved early enough price can be built into the replacement order.  
• Reclamation for EcoWorx Carpet Tile + Resilient, ReWorx and Shaw manufactured resilient 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 material not covered by the Environmental Guarantee, can that material be added to the same pick-up as either EcoWorx, ReWorx, or Shaw made resilient material, and is there a cost?**

**A.** For soft surface products or Shaw-sold bio based resilient, material can be added to the same pick up, but should be palletized separately and there will be a charge for the non-EcoWorx or non-ReWorx material according to the project quote from the Re[TURN] Reclamation Team. Any other non-Shaw made resilient cannot be added to the pick up.

**Q. What type of additional charges could I incur for free EcoWorx, ReWorx or Shaw made resilient recycling?**

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

## ENVIRONMENTAL GUARANTEE

**Q. Does the Environmental Guarantee cover recycling of less than 100 SY / 83 m2 of EcoWorx Carpet Tile, 1,000 SF / 93 m2 of EcoWorx Resilient, 500 SY / 418 m2 of ReWorx, or 5,000 SF / 464 m2 of Shaw made resilient for any U.S., Australia or Mexico locations?**

**A.** No. The minimum quantity to honor the guarantee in these locations is 100 SY / 83 m2 of EcoWorx Carpet Tile, 1,000 SF / 93 m2 of EcoWorx Resilient, 500 SY / 418 m2 of ReWorx, or 5,000 SF / 464 m2 of Shaw made resilient.

- Q. Does the Environmental Guarantee cover recycling of less than 500 SY / 418 m<sup>2</sup> of EcoWorx Carpet Tile or ReWorx or 5,000 SF / 464 m<sup>2</sup> of EcoWorx Resilient or Shaw made resilient for any Canada location?**
- A.** No. the minimum quantity to honor the guarantee in Canada is 500 SY / 418 m<sup>2</sup> of EcoWorx Carpet Tile or ReWorx or 5,000 SF / 464 m<sup>2</sup> of EcoWorx Resilient or Shaw made resilient.
- Q. Does the Environmental Guarantee cover recycling of less than 100 SY / 83 m<sup>2</sup> of EcoWorx / EcoWorx S Carpet Tile or 1,000 SF / 93 m<sup>2</sup> of EcoWorx Resilient in any Europe or U.K. locations?**
- A.** No. The minimum quantity to honor the guarantee in these locations is 100 SY / 83 m<sup>2</sup> of EcoWorx / EcoWorx S Carpet Tile or 1,000 SF / 93 m<sup>2</sup> of EcoWorx Resilient.
- Q. Since EcoWorx Carpet Tile + Resilient, ReWorx and Shaw made resilient are all part of the Environmental Guarantee, can products be combined to reach the minimums required in each location?**
- A.** Yes. While EcoWorx Carpet Tile, EcoWorx Resilient, ReWorx and Shaw made resilient must each be palletized separately, the products can be combined to reach the minimum requirement based on location.
- 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. Can the cost of the drop off trailer be covered by an overbill?**
- A.** Additional trailer/transportation fees can be overbilled or direct billed to the Shaw customer account number. To overbill, send Stephanie Prather a MO# - [stephanie.prather@shawinc.com](mailto:stephanie.prather@shawinc.com).
- Q. Does the Environmental Guarantee cover the return of non-EcoWorx, non-ReWorx, or non-Shaw manufactured resilient?**
- A.** No; only EcoWorx, ReWorx and Shaw made resilient are covered at no charge by the Environmental Guarantee at this time.
- Q. Does the Environmental Guarantee cover EcoLogix?**
- A.** No. EcoLogix is not covered. Costs to recycle EcoLogix will be direct billed to the Shaw customer account number.
- Q. Does the Environmental Guarantee cover StrataWorx?**
- A.** No. StrataWorx is not covered. Costs to recycle StrataWorx will be direct billed to the Shaw customer account number.
- Q. Does the Environmental Guarantee cover Shaw-sold bio based resilient?**
- A.** No. Shaw-sold bio based resilient is not covered. Costs to recycle Shaw-sold bio based resilient will be direct billed to the Shaw customer account number.
- Q. How many yards or feet must I have in order to schedule a pickup free of charge?**
- A.** A minimum of 100 SY / 82 m<sup>2</sup> of EcoWorx & EcoWorx S Carpet Tile for the U.S., Australia, Mexico, Europe & UK; minimum of 1,000 SF / 93 m<sup>2</sup> of EcoWorx Resilient for the U.S., Australia, Mexico, Europe & UK; minimum of 500 SY / 418 m<sup>2</sup> of EcoWorx or ReWorx for Canada; minimum of 5,000 SF / 464 m<sup>2</sup> of EcoWorx Resilient for Canada; and a minimum of 5,000 SF / 464 m<sup>2</sup> for U.S., Canada, Australia and Mexico is required for Shaw made resilient to arrange for free pickup of these materials.
- 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 locations is the Environmental Guarantee honored?**

- A.** Shaw's Environmental Guarantee is honored in the United States, Australia and Mexico with a 100 SY / 83 m2 minimum of EcoWorx Carpet Tile, 1,000 SF / 93 m2 minimum of EcoWorx Resilient, 500 SY / 418 m2 minimum of ReWorx, or 5,000 SF / 464 m2 minimum of Shaw made resilient. The Environmental Guarantee is honored in Canada with a 500 SY / 418 m2 of EcoWorx Carpet Tile or ReWorx, or 5,000 SF / 464 m2 minimum of EcoWorx Resilient or Shaw-made resilient.
- Europe and UK locations are covered with a 100 SY / 82 m2 minimum for EcoWorx / EcoWorx S Carpet Tile or 1,000 SF / 93 m2 of EcoWorx Resilient.
  - Alaska, Hawaii and U.S. territories are covered with a 5,000 SY / 4,180 m2 minimum for EcoWorx Carpet Tile and ReWorx or 50,000 SF / 4,645 m2 minimum for EcoWorx Resilient only. Please refer to the re[TURN] Reclamation Program Guidelines for eligibility details at [shawrecycles.com](http://shawrecycles.com).

**Q. What about international reclamation?**

- A.** Shaw's Environmental Guarantee is honored in international locations (excluding Canada, Australia, Mexico, Europe and U.K.) with a 5,000 SY minimum for EcoWorx Carpet Tile only. Please refer to the [re\[TURN\] Reclamation Program Guidelines](http://re[TURN].com) for eligibility details at [shawrecycles.com](http://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](http://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 48" and 54" 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. Are pallets available through Shaw?**

- A.** While not guaranteed, pallets may be available through our domestic regional distribution centers. Contact our reclamation specialist, Stephanie Prather, at 706.532.4169 or [stephanie.prather@shawinc.com](mailto:stephanie.prather@shawinc.com), to inquire if pallets are available for your project.

## MATERIAL PICKUP

### Q. Can I/the customer deliver material to Shaw for reclamation/recycling?

- A. • In the US, if a reclamation project number has been provided and pre-coordination to drop off material has been arranged, then EcoWorx carpet tile of at least 100 SY / 83 m<sup>2</sup> or greater can be dropped at the Regional Distribution Center that has been scheduled to receive the drop-off.
- For all other material and locations, no drop off by a customer is permissible. The re[TURN] reclamation team will manage a pick-up of an approved reclamation project.

### 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 Carpet Tile or Resilient, ReWorx, or Shaw made resilient be scheduled for pickup without a replacement (new) order?

- A. Yes; as long as the minimum requirement based on product and location is met, a replacement (new) order is not required.

### Q. Can products (manufactured by Shaw or not) that are not included in the Environmental Guarantee be picked up without a replacement order?

- A. No. The soft surface material replacement (new order) through Shaw must be verified in order to arrange reclamation pickup of products that are not included in the Environmental Guarantee. Non-Shaw made resilient will not be picked up.

### 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 to EcoWorx Carpet Tile or Resilient, ReWorx or Shaw made resilient?**

**A.** No. The Environmental Guarantee ONLY covers the return of post-consumer EcoWorx Carpet Tile or Resilient, ReWorx, or Shaw made resilient 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 Carpet Tile or Resilient, ReWorx, or Shaw made resilient material?**

**A.** No. The Environmental Guarantee ONLY covers the return of post-consumer EcoWorx Carpet Tile or Resilient, ReWorx, or Shaw made resilient at the end of their useful life on the floor.

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

**A.** • If the product reclaimed is EcoWorx, ReWorx, or Shaw made resilient - yes.  
• If the product reclaimed is a soft surface that is not EcoWorx (or ReWorx), 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) | [reclamation@shawinc.com](mailto:reclamation@shawinc.com) | [reclamation@patcraft.com](mailto:reclamation@patcraft.com)