



# CIRCULAR ECONOMY ENGINEERING CASE STUDY MAIL-BACK

*Managing a product mail-back program for a large electronics OEM*



# Mail Back Program

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## Background and Challenge

The customer needed to setup and operate a product mail-back program to comply with the regulatory requirements of several states and provinces within the United States and Canada. The program had to be available to consumers located in every region of the country. To accomplish this goal, they requested that H2 Compliance design a solution that could be easily scalable and flexible.

## Customer Profile

Multi-national original equipment manufacturer (OEM) of personal electronics.

## Objectives

- Set up a multi-state product mail-back program to comply with the regulatory requirements of several states and provinces in the USA and Canada.
- Operate the mail-back program on behalf of the OEM to ensure compliance with requirements.

## The Solution At a Glance...

### SUPPLY CHAIN DESIGN

Selection/Activation of an EoL supply chain (logistics and treatment of electronic products).  
Traceability of downstream network for materials of concern up to final disposition.

### SUPPLY CHAIN QUALIFICATION

Ability to accept and recycle OEM products delivered in different volumes from all regions of the United States and Canada at certified recycling facilities.

### MAIL-BACK OPERATIONS

Creation and operation of an OEM-specific website to provide a secure portal for customers to submit mail-back requests.

Implementation of the logistics and treatment operations (delivery, recycling, and reporting).

### REGULATORY REQUIREMENTS

Description of mail-back program and operation instructions reported to consumers and state governments as required.

*For more information about the product please access our product sheet available at:  
[E-waste Takeback](#)*



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A screenshot of the Landbell H2 Compliance website. The header includes the company logo, navigation links (Home, About, Services, Software Solutions, Resources, News, GET IN TOUCH NOW), and a search bar. The main content area features a 'Pick-up Request' form with a 'Select Your Country' dropdown menu set to 'Canada'. Below the form are links for 'PRODUCT MAILBACK SHIPPING INSTRUCTIONS' and 'INFORMATION FOR CALIFORNIA CUSTOMERS'. The footer contains the company logo and a copyright notice.A screenshot of the H2 Compliance web portal. The header features the 'H2 COMPLIANCE' logo and the text 'A Landbell Group Company'. Below the header, a note states that '\*' indicates required fields. The main form is titled 'Step 1 of 3 - Country Selection' and includes a progress bar at 0%. The instructions say: 'Please begin your recycling journey by selecting and inputting required details below.' The form fields include 'Product\*' (a dropdown menu with 'Please, select the product.'), '# of Units \*' (a text input field), and 'Product Accessories Included?' (a dropdown menu with 'Please, select Yes or No.'). A 'NEXT' button is at the bottom.

## Key Facts/Results

- 01** More than 15 years of knowledge and expertise in e-waste take-back with a multi-county network of +300 recyclers
- 02** Recyclers with the ability to accept deliveries of all sizes from across the US and Canada
- 03** Creation of a web portal to allow OEM customers to enter mail-back requests
- 04** Partnership with FedEx to deliver electronics to recycler
- 05** Coordination with governmental agencies to ensure program meets regulatory requirements

