



FREQUENTLY ASKED QUESTIONS



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GENERAL QUESTIONS

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Q: Who recycles the handsets?

A: All the handsets are handled by industry veteran shpforcharity.co.uk who have been in operation since 2005 and are backed by shp Limited; a major player in the UK’s mobile handset recycling market.

shpforcharity.co.uk will test, verify and recycle the handsets. All the handsets are recycled, refurbished for re-use in the UK or reconditioned for resale in emerging markets throughout the world to the highest of ISO standards and in accordance with the new WEEE Directive.

Q: How does shpforcharity.co.uk grade my handset?

A: shpforcharity.co.uk uses the following rules* to grade your handset:

To grade your handset, start at Working and tick off the below list in its entirety. If any ONE item in a grade is true, then that is its grade.

Working <i>Full List Price</i>	In full working order with a battery
Non-Working <i>Reduced List Price</i>	Badly damaged casing No battery Handset back/battery cover missing or broken Does not power up Handset operating system missing or corrupt Broken/missing aerial Faulty keypad Broken/Cracked/Snapped hinges SIM Gate broken or missing Memory card holder broken or missing Pin locked
Beyond Economical Repair (BER) <i>Zero Value</i>	Physically broken In more than one piece Water damaged LCD cracked/bleeding/does not work or missing Unresponsive touch screen’s SIM glued in Memory card glued in Broken battery terminals Re-programmed IMEI number** Logged by Immobilise/on the IMEI blacklist register** Barred by a network**

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Each handset is then tested at our warehouse to ensure the information provided by you is accurate. Handsets are tested and recycled in line with ISO 9001 and 14001 procedures. For further information on these standards please visit www.iso.org.

*this list is not exhaustive and shpforcharity.co.uk reserve the right to amend this list at any time.

**handsets under these conditions will also be reported to the police

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Q: I'm still not sure what grade my handset is. Is there a way to grade it on-line?

A: While entering your handset details you can choose to use a Grade Your Handset Wizard that will ask you a few simple yes/no questions.

At the end of the process, our system will grade your handset for you.

Accurate grading simply allows us to process your order more efficiently, but do not be too concerned if you get the grade wrong as we will always grade your handset fairly and accurately even if that means re-grading a handset back up to full Working status!

Q: What environmental and quality testing standards does shpforcharity.co.uk adhere to?

A: Shpforcharity.co.uk is ISO 9001 and 14001 accredited. For further information on these standards please visit www.iso.org.

Q: My handset isn't listed, what should I do?

A: shpforcharity.co.uk boasts the largest on-line handset recycling database, but in the event that you cannot find your handset, please e-mail us first on contact@shpforcharity.co.uk giving the make and model. We will then give you a special one off price or add the handset to shpforcharity.co.uk within 24 hours allowing you to continue with the normal process.

You should not enter your handset as a different model as our system will flag the handset as a potentially re-programmed handset which is illegal under UK law and it will automatically be graded Beyond Economic Repair (BER) and the value set to zero.

For further details on this please see our Terms and Conditions.

Q: My handset has been barred by a network – can I still sell it to shpforcharity.co.uk?

A: No. shpforcharity.co.uk will not buy any handset that has been barred by a network or stolen. These handsets will automatically be graded Beyond Economic Repair (BER), the value set to zero and recycled following the WEEE directive.

For more information on the WEEE directive please visit:

[Government NetRegs](#)

[Environment Agency](#)

[Dti](#)

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Q: I need to speak to a real person, not an email address; who do I call?

A: You can reach us 9am – 5pm Monday to Friday on 0845 054 0453 (local rate call charges apply).

This number will allow you to talk to a dedicated member of the shpforcharity.co.uk team who will be more than happy to answer any of your queries and resolve any issues you may be experiencing.

Q: This seems too good to be true, can I trust you?

A: Absolutely! There has been a lot of discussion about the merits and trustworthiness of mobile handset recycling websites with it being such a young industry. We can guarantee that shpforcharity.co.uk is a well established UK VAT registered business that has been trading for over five years within the telecom and mobile handset markets.

For further information, take a look at the “About Us” section on shpforcharity.co.uk to learn more about us.

Q: I have more than 10 handsets. Who should I contact?

A: Please e-mail contact@shpforcharity.co.uk and you will be contacted within 24 hours to have a free quote and free courier arranged to collect your mobiles.

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POSTAL QUESTIONS

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Q: What do I need to send to shpforcharity.co.uk?

A: All you need to post to us is the handset and battery for each handset being sold. SIM cards and memory cards are not required and will be destroyed according to the WEEE Directive and our internal ISO standards.

As all SIM and memory cards being destroyed at the point of testing, we unfortunately cannot return these items.

Q: How do I get my old handset(s) to you?

A: Please post your handset(s) to us in a jiffy envelope using our freepost address;

FREEPOST
SHPFORCHARITY

We can assure you that any further information e.g. post code is not required for your parcel to be delivered to us.

Please remember to write your order reference number on the reverse of the envelope and include a copy of your order with the handset(s).

Please note that FREEPOST parcels are NOT insured and CANNOT be tracked. If your parcel is of high value or contains a number of mobiles, then please read our recommendations in the next section.

Please remember to write your order reference number on the parcel and include a copy of your order with the handset(s).

Q: My handsets are worth a lot of money. How can I ensure they get to you?

A: If your parcel is of high value or contains a number of mobiles we recommend that you use an insured delivery postal service at your own cost.

Please use our full postal address if choosing to do this;

ShP Charity
Citylab
4-6 Dalton Square
Lancaster
Lancashire
LA1 1PP

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Please remember to write your order reference number on the parcel and include a copy of your order with the handset(s).

Q: How long do the handsets take to reach shpforcharity.co.uk?

A: The FREEPOST service is posted second class. Typically handsets take 5-10 working days to reach our warehouse.

Q: Do I need to send my chargers and accessories in?

A: No, all we require are the handsets and batteries. Accessories will not add value to your order and will be recycled according to the WEEE Directive and our internal ISO standards.

Q: I don't live in the British Isles can I still use your service?

A: Yes. Please use our full postal address below. If your parcel is of high value or contains a number of mobiles we recommend that you use an insured delivery postal service at your own cost.

ShP Charity
Citylab
4-6 Dalton Square
Lancaster
Lancashire
LA1 1PP

Please remember to write your order reference number on the parcel and include a copy of your order with the handset(s).

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PAYMENT QUESTIONS

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Q: How do the charity payments work?

A: shpforcharity.co.uk gives your chosen charity a 20% donation of the total value of your handsets. This donation is made by shpforcharity.co.uk and is not deducted from the money you receive. shpforcharity.co.uk makes the donation on a monthly basis using a process that is 100% transparent to all parties.

For example, if you send us three handsets totaling £23.50, we will send you a personal cheque for £23.50 and give £4.70 to your chosen charity.

Q: I have been waiting a long time for payment, what should I do?

A: It can take up to 10 working days for the FREEPOST parcel to reach us. Once received shpforcharity.co.uk aim to have your handset(s) tested, processed and your cheque posted to you within 7 days. Your cheque is posted second class and should be with you 2-3 working days later.

If you feel the process is taking to long, please email us with your order number on contact@shpforcharity.co.uk and we will endeavor to answer your query within 24 hours.

Q: How will I receive payment for my handset?

A: You should receive your payment by cheque within 7 days of receipt of your handset at our warehouse.

Please note that as we will send your payment via cheque, it is imperative that your full name and address is correctly entered during the shpforcharity.co.uk process.

Q: Seven day payment promise

A: From the second your order enters our warehouse to the second we put your payment in the post we promise that a maximum of seven working days will have passed.

As a general rule, we soundly beat this self imposed deadline and payment is usually in your letterbox by day seven at the latest! Our current average turn-a-round is around 3 days.

Please note, the count down starts from it entering our warehouse, and so we regret that the seven day promise cannot always be maintained through postal strikes or with missing parcels.

Any orders that contain incorrect address, handset model or IMEI data are exempt from the seven day payment promise.

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TERMINOLOGY

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Q: What is an IMEI number, and where do I find it?

A: The IMEI number is a unique reference code built into every mobile handset produced worldwide. It is used to help manufacturers, networks i.e. T-Mobile, Orange, Vodafone and O2 and recycling companies track the usage and location of the handsets.

To get your IMEI number, you have two options:

- Look in the back of the handset, usually under the battery. You will find a sticker showing the IMEI number and the make and model of the handset.
- Enter *#06# into your keypad and the handset should report your IMEI number.



We require this number for two primary reasons;

- shpforcharity.co.uk checks the IMEI blacklist which tracks all stolen mobile handsets. These handsets will automatically be graded Beyond Economical Repair (BER) and valued at zero.
- If your handset becomes separated from your order we can simply scan the IMEI number to find exactly where it came from and who it belongs to.

Consequently it is imperative that you enter all your IMEI numbers accurately.

Q: What is the WEEE Directive?

A: The Waste Electrical and Electronic Equipment Directive (WEEE Directive) aims to minimise the impact of electrical and electronic goods on the environment, by increasing re-use and recycling and reducing the amount of WEEE going to landfill. It seeks to achieve this by making producers responsible for financing the collection, treatment, and recovery of waste electrical equipment, and by obliging distributors to allow consumers to return their waste equipment free of charge.

The law came into effect within the UK on the 1st July 2007.

For further details see the following websites:

[Government NetRegs](#)

[Environment Agency](#)

[Dti](#)



Q: What is Beyond Economical Repair (BER)?

A: A BER graded handset is generally in such a state of disrepair that it isn't viable to repair the handset to a good enough condition to be re-used. For full details on grading your handset, please see the **How do I grade my handset** section on **Page 5**.

We will still accept BER graded handsets from you as we will recycle them in accordance with ISO 9001 and 14001 and new legislation from the EU on the WEEE Directive.

Q: Why do I need to fill in all my personal data and who uses it?

A: All the information you enter is used to control your order and issue your cheque, consequently, it is imperative the data you give to shpforcharity.co.uk is accurate and truthful.

Your data is stored on a dedicated secure server that only shpforcharity.co.uk has access to.

While entering your data, we now offer an opt-out clause on the website that allows you to forgo further correspondence from shpforcharity.co.uk.

If at any time you wish to be removed from any of our mailing lists, please email us on contact@shpforcharity.co.uk from the email address you want removing and we will set the opt-out clauses for you.



CHARITY

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Q: Does it cost the charity anything to work with ShP Charity?

A: No the whole process from start to finish and working with us is free of charge

Q: Will we have one single point of contact?

A: Yes, Richard Bowden **07956338669** or richard.bowden@shpsolutions.com will be the main point of contact but there will also be a general number which is 0845 054 0453

Q: What marketing materials do you offer?

A: We offer an extensive range of marketing materials including:

- **Posters/Advertising/Flyers** – designed for various areas of promotion – Examples of which can be found on the ShP for Charity Website
- **Freepost collection bags** – dedicated freepost address, distributed within newsletters, shows etc...
- **Collection bins/Bag Dispenser boxes** – secure collection points within shops or for larger corporate customers

A marketing plan on how these materials will be used by the charity must be drawn up.

Q: Does the Charity receive a monthly report?

A: Yes, you will receive a monthly report from your account manager. It will be sent via email on the 12th of the following month. For Example for phones being collected and sent in during the month of December you will receive your monthly report on the 12th January (if the 12th falls on a weekend, it will be the Monday).

Q: Does ShP Charity provide free couriers throughout the UK?

A: Yes, ShP Charity can provide a courier anywhere in the UK and Ireland and even parts of Europe free of charge. As long as the charity, individual supporter or corporate supporter has more than 10 phones we will collect free of charge. (If collecting from Main Land Europe the minimum amount of phones for collection is 100).

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Q: Will ShP Charity offer corporate call outs?

A: Yes, ShP for Charity will provide this service, we have 14 sales staff at our head office that are highly qualified to call up corporate companies that already support you or have not done so in the past and are looking for a charity to support

The best time to do these call outs for the charity will be on a special/celebration day or week of the charity so that we can promote the Charity in the best possible way.

Q: Is it necessary to sign an agreement?

A: It is not compulsory but it is the preferred option so that the charity can gain the most out of all that ShP for Charity is offering. The majority of our charities that we work with sign a standard agreement for a minimum of 12 months.

Q: How does the Charity receive payment?

A: After we compile your monthly report we will include a breakdown of the money that we have raised for you and you will then invoice shp Charity for the amount owed. We will then send payment within 7 days.