



APPLE'S CED TAKEBACK PROGRAM

Takeback Program (established prior to 2018):

Apple accepts ALL of its products through its mail back program and consumers may drop off Apple products at any Apple retail store. Apple retail store locations in Maryland are provided below:

- Annapolis – 1735 Annapolis Mall, Annapolis, MD 21401
- Bethesda Row – 4860 Bethesda Avenue, Bethesda, MD 20814
- Montgomery Mall – 7101 Democracy Boulevard, Bethesda, MD 20817
- Columbia – 10300 Little Patuxent Parkway, Columbia, MD 21044
- Towson Town Center – 825 Dulaney Valley Road, Towson, MD 21204

Apple's takeback program is free to consumers. The takeback program is managed with its partner recycler Electronic Recyclers International, Inc. (ERI).

Contact Information for ERI is provided below:

David Hirschler
(617) 817-0477
david.hirschler@eridirect.com
3243 South East Avenue
Fresno, CA 93725

Consumers can find more information on how to return Apple products by using the link below or by calling the toll-free number for assistance.

<https://www.apple.com/trade-in>
1-800-275-2273

At the link provided above, consumers can scroll down to the middle of the page where the text states "Select your device to get a trade-in estimate". Consumers will then select their device category and answer a set of questions to assist them with the recycling process. This service allows consumers to print a shipping label from their home that will provide free shipping and recycling of their unwanted electronics. Devices are shipped to ERI via prepaid label for recycling. When receiving the label via email, consumers are given the option to request free packaging and shipping supplies via online form. Consumers can also contact ERI via phone (by calling 800-374-3473) or email at apple.mailback@eridirect.com for additional information.

Destruction and Sanitation of Data:

For Apple devices that cannot be resold in the market or have been sent directly to ERI, the devices are dismantled and data drives are destroyed during the recycling process. However, it is recommended that consumers sanitize Apple devices in order to erase all stored personal data prior to trading-in or recycling electronic products. Consumers can find information on how to sanitize Apple devices by using the link below or by calling the toll free number for assistance.

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At the link above, consumers will find detailed instructions by product type for removing all personal data from their device under the Frequently Asked Questions section (“How do I reset my Apple device, and what else should I consider before I trade it in?”). Direct links to this information are provided below.

- iPhone, iPad, and iPod touch: <https://support.apple.com/en-us/HT201351>
- Mac Products: <https://support.apple.com/en-us/HT201065>
- Apple Watch: <https://support.apple.com/en-us/HT208855>