

## DG Technology's WEEE Process

July, 2007 - Farmington Hills, Michigan USA

The Waste Electrical and Electronic Equipment Directive (WEEE) became European Law in February 2003, setting collection, recycling and recovery targets for all types of electrical goods. The directive imposes the responsibility for the disposal of WEEE on the manufacturers of such equipment. Those companies should establish an infrastructure for collecting WEEE, with the possibility of returning WEEE "at least free of charge".

Dearborn Group Technology's WEEE process is simple, and is specified in these languages: English, German, Spanish, Italian and French.

This WEEE process applies when your product was purchased for use in one of the European Union member countries, you have no further use for our product and need to dispose of it. Additionally, this same process applies when you trade-in your old DG product for a new DG product, as well as other incentives which may be offered on an individualized basis. Contact DG Technology at 248.488.2080 and ask for Sales, or email us at [sales@dgtech.com](mailto:sales@dgtech.com).

1. Contact us via one of the following methods.
  - a. Website, [http://www.dgtech.com/support/online\\_support.php](http://www.dgtech.com/support/online_support.php), click the WEEE button and fill out the form with your information.
  - b. Email us at [techsupp@dgtech.com](mailto:techsupp@dgtech.com), providing your name, company, phone, and products.
  - c. Call us in the U.S. at 248.488.2080 and ask for our support department, providing your name, company, phone, and products.
  - d. Fax us at 248.488.2082 to the attention of the support department, providing your name, company, phone, and products.
2. We will then contact you to verify your products, quantity, and then issue a Return Merchandise Authorization (RMA) by a method and carrier of our choice, at our cost.
3. Once you receive the RMA number or package, you can insert your products and ship them to our specified destination, again at our cost.
4. DG Technology prides itself in our simple and effective compliance of the WEEE directive, and is compelled to use the collected WEEE in an ecological-friendly manner.

*Please note that this WEEE process does not apply to a product being returned for repair. When in-warranty, these products are covered under DG Technology's Warranty, Trade-In & Maintenance Agreement Policy. When out-of-warranty, the repair is on a time & materials basis, shipping to us is by the sender, and shipping return costs are included in any cost of repair.*

If you have any questions or concerns regarding our WEEE directive process, please contact us at 248.488.2080 and ask for Sales, or email us at [sales@dgtech.com](mailto:sales@dgtech.com).

Sincerely,

Dearborn Group Technology