



FREQUENTLY ASKED QUESTIONS

Q. What is RecycleBank?

A. RecycleBank is the premier rewards and loyalty program that motivates people to recycle and to engage in environmentally virtuous activities.

Q. How does recycling help my community?

A. In so many ways!

Preserves the Environment

Saves your community money by avoiding landfill fees

Generates revenue from the sale of recyclables

Reduces pollution

Q. How do I activate my RecycleBank account in order to begin receiving RecycleBank points?

A. Activate your online account with an email and password to order your rewards via the web at www.recyclebank.com or call 1-888-727-2978.

Q. How do I earn RecycleBank Points (Dollars)?

A. Your RecycleBank container will be weighed. The weight will be translated to RecycleBank Points.

Q. How many RecycleBank points can I earn each month or year?

A. Households have the opportunity to earn a maximum of 450 RB points per month of 5,400 points per year.

Q. How many points will I receive for each pound recycled?

A. The more you recycle, the more you can earn. Each household will receive 2.5 points per pound recycled plus regular earning opportunities from bonuses and promotions.

Q. How can I use RecycleBank points?

A. The RecycleBank rewards program is fluid and dynamic. RecycleBank is constantly looking for new partners to create an exciting and rich rewards program. We cannot guarantee that reward partners will participate in the program for an extended period of time. Please check out our website frequently for reward opportunities. You are also welcome to call Customer Care at 888.727.2978 if you do not have access to the internet.

Q. How can I order RecycleBank rewards?

A. Shop online or call RecycleBank Customer Care at 1-888-727.2978 to order rewards.

Preserving our environment one home at a time.™

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149 Fifth Avenue 4th Floor, New York, NY 10010 | P: 888.727.2978 | F: 212.504.2838
info@recyclebank.com | www.RecycleBank.com

Q. What should I do if I have trouble accessing my account page online?

A. Email or call RecycleBank Customer Care. We are available Monday through Friday from 8AM until 7:45 PM to answer questions and offer assistance.

Email: info@recyclebank.com Phone 1-888-727-2978

Q. Will the rewards in the program change?

A. Yes. RecycleBank is constantly adding new businesses to better serve you and rewards are subject to change. Partners can also decide to discontinue rewards or will have limited time offers.

Q. How long will it take for me to receive the rewards I ordered?

A. Rewards will arrive within 3 to 5 business days after you place your order.

Q. What should I do if I do not receive my rewards within the 3 to 5 day timeframe?

A. Email us from within your online account page, or call us at 1-888-727.2978.

Q. Will my RecycleBank points expire?

A. Your RecycleBank points will accrue month to month for as long as you remain in the RecycleBank program. RecycleBank points expire only if there is no activity in a users account for over 6 months.

Q. Do RecycleBank rewards expire?

A. Some rewards have expiration dates. Some rewards are offered on a limited time basis. This information can be found online (from your account page) or by calling Customer Care.

Q. What do I do if I did not receive my credit?

A. You can report any missed credits by contacting us from within your online account page, or you can call us at 1-888-727.2978.

Q. What can I recycle?

A. Acceptable items for recycling are labeled on your RecycleBank container. You can also find this information on our site. If you do not have access to the internet, Customer Care will mail you a printed list of acceptable items for the RecycleBank program.

Q. What happens if I put items in my container that are not recyclable?

A. Placing items that are not recyclable in your container can negatively affect your RecycleBank account and can jeopardize the program for your neighbors.