**What happens to reclaimed carpet?**

Entire EcoWorx® tiles are ground into small bits and extruded into pellets that become the foundation of the next generation of EcoWorx tile, and the use cycle begins again. We also facilitate recycling of other material with our recycling partners across the country. In some cases recycling is not possible and the material is sent to Waste-to-Energy (WTE) facilities.

**How much EcoWorx is reclaimed each year?**

Since 2006, almost 1 billion pounds of carpet (including EcoWorx) have been reclaimed and recycled.

**Do you only recycle Patcraft material?**

We only recycle our own carpet at Shaw Industries facilities, but we facilitate recycling of other material with our recycling partners across the country. In some cases recycling is not possible and the material is sent to (WTE) facilities.

**In what states is non-EcoWorx material reclamation offered?**

Non-EcoWorx material reclamation is offered throughout the United States and Canada with a 500 SY minimum and new/replacement order placed with Shaw. Unlike EcoWorx recycling, which is free to the customer, there is a fee for non-EcoWorx recycling.

**Is it cheaper to landfill vs recycle?**

There are certain circumstances where landfill may be cheaper than recycling, as in locations where landfill rates are especially low. However, we do not compare these costs or ship material to landfill that is picked up for recycling.

**Do the local outlets (recyclers) of Shaw Industries’ collection network provide service exclusively to Shaw Industries?**

No. The local outlets (recyclers) are independent affiliates.

**Is there a list of vendors across the country who provide carpet reclamation that can be provided to a customer?**

We do not have a list to distribute. However, re[TURN] Reclamation Program Guidelines and reclamation project request form (patcraftrecycles.com) can be shared with a customer.

**How do I start a reclamation project?**

Visit patcraftrecycles.com to submit a project request.

**What information is needed to start a reclamation project?**

Product/backing type, contact information, pickup address, and the Patcraft sales representative assisting with the reclamation project.

**Can reclamation/recycling cost be built into the replacement order?**

- No. Reclamation costs will be direct billed to the Patcraft customer account number.
- Reclamation for EcoWorx is free provided material and shipments are found to be conforming upon arrival at Shaw.

**How long will it take to receive a quote for my reclamation project?**

Once all information is received by the re[TURN] reclamation team, a quote will be emailed within 3 business days.
If I have non-EcoWorx material in the same pick-up as EcoWorx material, will there be a cost?
Yes. Any non-EcoWorx material should be palletized separately and there will be a charge for the non-EcoWorx material according to the project quote/proposal from the re[TURN] reclamation team.

What type of additional charges could I incur for free EcoWorx recycling?
- Drop trailers and liftgates – cost TBD by location
- Additional fees may apply for non-conforming loads or shipments

**ENVIRONMENTAL GUARANTEE**

Does Environmental Guarantee cover recycling of less than 500 SY of EcoWorx for any US and Canada locations?
No. The minimum quantity to honor the guarantee is 500 SY.

Does the Environmental Guarantee include the fee to drop off a trailer?
No. Trailer drop fee is additional and not covered by Environmental Guarantee.

Does the Environmental Guarantee cover the return of non-EcoWorx products manufactured by Shaw?
No. Only EcoWorx products are covered at no charge by the Environmental Guarantee.

Does the Environmental Guarantee cover EcoLogix?
No. EcoLogix is not covered.

Does the Environmental Guarantee cover StrataWorx?
No. StrataWorx is not covered.

How many yards of EcoWorx must I have in order to schedule a pickup free of charge?
Minimum 500 SY is required for Shaw to arrange the free pickup of EcoWorx material.

Is there a maximum amount of material that can be recycled through re[TURN] Reclamation Program?
No. There is no maximum restriction.

In what states is the Environmental Guarantee honored?
Our Environmental Guarantee is honored in the continental United States and Canada with a 500 sy minimum. Alaska, Hawaii, U.S. territories and Mexico are covered with a 5,000 sy minimum. Please refer to the re[TURN] Reclamation Program Guidelines for eligibility details at patcraftrrecycles.com.

What about international reclamation?
The Environmental Guarantee is honored in international locations with a 5,000 sy minimum. Please refer to the re[TURN] Reclamation Program Guidelines for eligibility details at patcraftrrecycles.com.

**STAGING GUIDELINES**

Is there a particular way the material should be arranged and staged?
Yes. The shipment must adhere to the re[TURN] Reclamation Staging Guidelines. Those guidelines can be viewed at patcraftrrecycles.com.

Is there a particular size pallet that must be used to stage the material?
Per our re[TURN] Reclamation Staging Guidelines, pallets can be no larger than 4 ft x 4 ft. Palletized material should be between 38” to 44” high.

How many pallets can a 53 ft trailer accommodate?
A 53 ft trailer can accommodate approximately 24 – 26 pallets of 4 ft x 4 ft.

Who is responsible for packing and staging the material?
It is the customer’s responsibility.

Who is responsible for the labor cost of packaging and staging the material?
It is the customer’s responsibility.

How many pounds of carpet can a 53 ft trailer accommodate?
If loaded properly, approximately 40,000 – 44,000 lbs.

How many pounds of carpet can a 28 ft trailer accommodate?
If loaded properly, approximately 24,000 lbs.
**FREQUENTLY ASKED QUESTIONS**

**Does Patcraft provide pallets?**
No. Pallets should be provided by the contractor or customer.

**Can I/the customer deliver material to Shaw Industries for reclamation/recycling?**
No. Our re[TURN] reclamation team will manage a pick-up of an approved reclamation project. Our re[TURN] Reclamation Program does not receive delivered material from customers, sales reps, or anyone outside of arranged pickups via our re[TURN] reclamation team.

**Will the reclamation/recycling material be picked up using Patcraft transport/truck?**
Not always. External freight carriers are sometimes used for reclamation pickups.

**Can EcoWorx reclamation be scheduled for pickup without a replacement (new) order?**
Yes. If the material is 500 SY minimum of EcoWorx, a replacement (new) order is not required.

**Can non-EcoWorx material be picked up without a replacement order?**
No. The material replacement (new order) through Patcraft must be verified in order to arrange reclamation pickup for non-EcoWorx material.

**How long will it take for the material to be picked up?**
Normally, a minimum of five business days from the receipt of the signed quote form and completion of the billing process, unless the customer requests pick up on a specific date.

**Can a shipment be refused for pick up?**
Yes. If the material is not staged per our guidelines, the shipment could be refused and additional charges assessed.

**What size trailer is available for pickup?**
We can provide 28 ft, 48 ft, or 53 ft trailers based on availability.

**Can a carrier provide lift gate service?**
Yes. Lift gate service is available at an additional charge for live load pickups only. If a trailer is to be dropped on premises, the customer must provide a lift truck to load the material onto the trailer.

**If a trailer is dropped on the premises, who do I contact for pickup?**
The re[TURN] reclamation team will always be your point of contact. Please do not call the carrier directly. You may contact our reclamation specialist, Stephanie Prather, at 706.532.4135 or stephanie.prather@shawinc.com.

**What is a live load?**
A live load is when staged palletized material at the jobsite is loaded immediately onto the truck when it arrives. The contractor/customer is responsible for loading material onto the truck in a timely manner.

**Does Patcraft provide recycling certificates?**
Yes. Patcraft will prepare and distribute certificates to customers on a per project basis.

**How long does it take to receive the reclamation certificate from the pickup date?**
Typically, within 30 days from the date material is picked up.

**Does Patcraft provide proof of recycling certification for any project coordinated and managed by a third party?**
No. Patcraft will only provide reclamation/recycling certification for projects approved and managed through our re[TURN] reclamation team.

**Does the Environmental Guarantee cover the return of defective or claim related EcoWorx material?**
No. The Environmental Guarantee ONLY covers the return of post-consumer EcoWorx at the end of its life cycle. Claim returns are managed by Shaw Financial Services.

**Can I contact the re[TURN] reclamation team for a claim return?**
No. Contact Shaw Financial Services for claims.
MISCELLANEOUS

What if I can’t identify the type of backing?
A photo of the backing can be submitted to the re[TURN] reclamation team for identification. If the backing cannot be identified by the photo, a sample will be requested.

Does the Environmental Guarantee cover the installation scrap of EcoWorx material?
No. The Environmental Guarantee ONLY covers the return of post-consumer EcoWorx at the end of its life cycle.

Is reclaimed material always being used in new product production?
- If the product reclaimed is EcoWorx tile or EcoWorx broadloom — yes.
- If the product reclaimed is not EcoWorx, we ensure that landfilling is avoided and we may work with various aligned partners (depending on the material’s composition) to process it.

CONTACT US

How do I contact the re[TURN] reclamation team?
Call 800.509.7429