

FAQs

1. What products can be recycled in the ecocycle program?

We have curated a comprehensive list of print digital, and signage media that meet our recycling standards and are eligible for our closed-loop recycling program. You can view the list of approved products on our website.

2. Do I need to remove eyelets or other fittings from signage before recycling?

Yes, please remove eyelets, screws, and other non-plastic fittings from signage before recycling. This helps ensure the recycling process runs smoothly and efficiently.

3. How should I prepare materials for recycling?

Materials should be clean and free from significant contamination. Please remove any non-plastic components and ensure that the materials are clear before placing in the ecocycle bins. This preparation helps maintain the quality of recycled products.

4. What happens if my materials are cross-contaminated with other substances?

Cross-contamination with non-PP materials or other contaminants can impact the quality of the recycled product. We ask that all materials returned for recycling are clean and free from contamination to achieve the best recycling results. If cross-contamination is detected, we will notify you, and a nominal fee may be charged to cover the cost of correction.

5. What if my PP material has been laminated?

Any laminates that have been applied to the recycled material and is not PP grade are required to be delaminated/removed before placing into the ecocycle bin.

6. How frequently are the ecocycle bins collected?

The frequency of bin collection depends on the volume of materials you recycle with us. Generally, the more you recycle, the more economical and frequent the collection service can be.

7. Is there a fee for participating in the ecocycle program?

Yes, there is a nominal fee associated with the ecocycle program, which supports the recycling process and ensures sustainable practices. The fee amount, payment terms and conditions will be advised once you have agreed to participate in the ecocycle program.

8. Can I include other PP media not listed in the ecocycle program?

No, we encourage you to only include the products listed in the ecocycle program. While an occasional item may mistakenly be placed in the bin, it is crucial to stick to the approved list to ensure the integrity of the closed-loop program. We have a thorough understanding of the material makeup of our listed products, which allows us to process them correctly and efficiently. Including unlisted items could compromise the recycling process.

Additionally, please be aware that we monitor the volume of recycled items collected. If there is a significant discrepancy between the volume of our products you purchase and the volume of recycled items you submit, it may indicate the inclusion of unapproved items, which may incur an additional nominal fee.

9. What if I have more questions or need further assistance?

For additional questions or assistance, please contact our support team ecocycle@ballanddoggett.com.au and we'll be happy to help.