NetApp Product Take-Back Program FAQs

How do customers initiate a product take-back collection request?

- A customer can request an equipment pick-up via NetApp's [Product Take-Back](#) form. The customer is required to list the equipment and provide details regarding pick-up location, contact person, dock hours and access information.

How will NetApp coordinate the Product Take-Back collection with the customer?

- Upon receipt of the online form, NetApp will verify information and authorize our approved vendor, Sims, to arrange a pick-up. A Sims representative will contact you within 5 business days to schedule the collection.

How will the customer prepare for collection?

- The customer agrees to
  - ✓ Ensure equipment is powered down, clean, with no hazardous materials or fluids such as batteries that are damaged, swollen or leaking
  - ✓ Package/palletize (if needed) equipment or request assistance to package loose equipment
  - ✓ Ensure the collection area is safe, clean and easily accessible

What is the chain of custody?

- Customer assigns all rights in the title, treatment, recovery, recycling and environmentally sound disposal of the returned products free and clear of any future encumbrances and warrants that the title to the products is clear and merchantable.

How are logistics handled?

- NetApp will manage transport, sorting, data wiping, processing, and disposal per our e-waste policy and procedures.

Is the program available in all countries?

- NetApp provides global services, although the program may not be available in some locations.

Does NetApp provide documentation for customer records?

- A Certificate of Destruction and a Certificate of Data Destruction will be provided post processing.

What is NetApp's environmental & security protocol?

- NetApp's E-waste policy is aligned with ISO/IEC 27001:2013 and NIST 800-88 guidelines and part of our Environmental Management Systems (EMS) ISO-14001 (2015). NetApp also adheres to the EU WEEE and the India WEEE directives, which establish the principle of Extended Producer Responsibility (EPR), making manufacturers responsible for the entire lifecycle of their products, including their collection, recycling, and safe disposal.