

# Member's Guide

Quebec recovery and reclamation program for household appliances and air conditioners for domestic use

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# 1. INTRODUCTION

This guide was developed to assist companies subject to the Government of Quebec's Regulation respecting the recovery and reclamation of products by enterprises in fulfilling their obligations as a member of the collective program implemented by GoRecycle.

The Member Guide is a complement to the Membership Agreement and the Member Policy. It provides additional details on targeted products, including applicable ecofees, their remittance and display, as well as obligations related to their recovery, recycling, and reuse.

## 1.1 Applicable regulation

The [Regulation respecting the recovery and reclamation of products by enterprises](#) is based on the principle of Extended Producer Responsibility (EPR), assigning the responsibility for managing end-of-life products to the companies that market them in Quebec.

## 1.2 Who is GoRecycle?

[GoRecycle](#) is the only recognized management organization (RMO) by [RECYC-QUÉBEC](#) to ensure the responsible recycling of household appliances in Quebec. We are present at over 500 collection points, including 300 public drop-off locations across the province.

Our mission is to Mobilize all stakeholders in Quebec to reclaim cooling appliances responsibly. Our ambition is to have a significant impact on the fight against climate change and on waste reduction. Because every time an appliance is recycled, we prevent GHG and waste from being released into the environment.

## 1.3 Who are its members?

GoRecycle members are companies targeted by the regulation for the domestic "Household Appliances and Air Conditioners" category of products, who have voluntarily chosen to join the collective program managed by GoRecycle. Its members are mainly retailers, distributors, and manufacturers.

## 1.4 Member obligations

GoRecycle members are exempt from most obligations imposed on targeted companies, and benefit from simplified accountability. However, they must comply with the Membership Agreement and Member Policy. The main member obligations are:

1. Reporting marketed products and remitting associated ecofees.
  - Complying with the ecofee display instructions.
2. Adhering to product recovery and reclamation obligations.
  - Returning end-of-life refrigeration and air conditioning appliances to GoRecycle;
  - If applicable, using a reuse partner authorized by the program.

## 1.5 How to become a member

To join the collective program, an authorized representative of the targeted company must accept the GoRecycle Membership Agreement and Member Policy. The process is simple and must be completed online through the 3R portal, following these steps:

- Visit [www.gorecycle.com/declaration](http://www.gorecycle.com/declaration) and complete the registration steps;
- Accept the Membership Agreement and Member Policy;
- GoRecycle will analyze each submitted request before approving membership.

Once membership is confirmed, the member is responsible for reporting the quantity of designated products it has marketed in Quebec on a monthly basis, remitting the associated ecofees, and complying with the recovery and reclamation obligations for designated products.

## 2. DESIGNATED PRODUCTS

This section aims to inform members about the designated products covered by GoRecycle's program.

GoRecycle is the RMO responsible for recovering household appliances included in subcategories 1, 3, and 4, of the "Household Appliances and Air Conditioners" category from the Regulation, as defined below.

### 2.1 Subcategory 1

As defined by the Regulation, products covered in subcategory 1 include refrigerating and freezing appliances, designed and intended for domestic use, for conservation or storage, including refrigerators, freezers, refrigerating wine cellars, wine coolers, and water dispensers.

#### Full-size refrigerator

Ecofee: **\$30.00**

Includes all freestanding or built-in electric and gas refrigerators, whose effective volume is greater than 6.4 ft<sup>3</sup>, for example

- French door refrigerator
- Side-by-side refrigerator
- Bottom-freezer refrigerator
- Top-freezer refrigerator
- Smart refrigerator
- Freezerless refrigerator
- Propane and solar refrigerator



*Excluded product(s): all appliances weighing more than 400 kg (882 lb).*

## Compact refrigerators

Ecofee: **\$30.00**

Includes all freestanding or built-in electric, gas, and thermoelectric refrigerators, whose effective volume is less than 6.5 ft<sup>3</sup> but greater than 2.4 ft<sup>3</sup>, for example:

- Compact refrigerator with freezer
- Freezerless compact refrigerator
- Built-in refrigerator
- Beverage centre
- Drawer refrigerator
- Beer cooler
- Outdoor refrigerator
- Thermoelectric refrigerator



*Excluded product(s): refrigerating appliances whose effective capacity is less than 2.5 ft<sup>3</sup>.*

## Freezers

Ecofee: **\$30.00**

Includes all freestanding or built-in freezers, as well as ice makers whose effective volume is greater than 2.4 ft<sup>3</sup>, for example:

- Chest freezer
- Upright freezer
- Drawer freezer
- Mini freezer
- Built-in ice maker



*Excluded product(s): portable ice maker, freezing appliances whose effective capacity is less than 2.5 ft<sup>3</sup>.*

## Cellars and wine coolers

Ecofee: **\$30.00**

Includes electric and thermoelectric wine cellars, and wine coolers whose effective volume is greater than 2.4 ft<sup>3</sup>, for example:

- Wine cellar
- Wine cooler
- Dual zone wine and beverage cooler



*Excluded product(s): custom wine cellar, refrigerating appliances whose effective volume is less than 2.5 ft<sup>3</sup>.*

## Water dispensers

Ecofee: **\$22.00**

Includes refrigerated, freestanding, or built-in water coolers for domestic use, for example:

- Top-load water cooler
- Bottom-load water cooler
- Bottleless water cooler



*Excluded product(s): countertop water dispenser, bottle filling station.*

## 2.2 Subcategory 3

As defined by the Regulation, the products covered in subcategory 3 are air conditioners and dehumidifiers.

### Air conditioners

Ecofee: **\$22.00**

Includes all portable or plug-in air conditioners for domestic use, for example:

- Portable air conditioner
- Window air conditioner
- Wall-mounted air conditioner
- 2-in-1 air conditioner and dehumidifier



*Excluded product(s): heat pump.*

### Dehumidifiers

Ecofee: **\$22.00**

Includes all portable dehumidifiers for domestic use, for example:

- Portable dehumidifier
- Compact dehumidifier



### 2.3 Subcategory 4

As defined by the Regulation, the products covered in subcategory 4 are ranges, built-in ovens, built-in cooktops, dishwashers, washing machines, and dryers, which are designed and intended for domestic use.

*REMINDER! Since January 1, 2024, ecofees and recovery and reclamation obligations have been suspended for appliances in subcategory 4. The products remain subject to the Regulation and must be included in your monthly report on quantities of designated products marketed in the province.*

#### Ranges

Ecofee: **\$0.00**

Includes all electric and gas ranges for domestic use weighing less than 400 kg, for example:

- Standard or built-in range
- Electric or gas range
- Induction range



#### Built-in ovens

Ecofee: **\$0.00**

Includes all electric and gas built-in and wall ovens for domestic use, for example:

- Single, double, or combination oven
- High-speed oven
- Steam oven



*Excluded product(s): warming drawer.*



## Built-in cooktops

Ecofee: **\$0.00**

Includes all electric and gas built-in cooktops for domestic use, for example:

- Electric cooktop
- Gas cooktop
- Induction cooktop



*Excluded product(s): portable cooktop.*

## Dishwashers

Ecofee: **\$0.00**

Includes all dishwashers for domestic use, for example:

- Portable dishwasher
- Built-in dishwasher
- Countertop dishwasher



## Washing machines

Ecofee: **\$0.00**

Includes all washing machines for domestic use, for example:

- Front load washer
- Top load washer
- Pedestal washer
- 2-in-1 washer and dryer



*Excluded product(s): coin-operated washer.*

## Dryer

Ecofee: **\$0.00**

Includes all electric or gas dryers for domestic use, for example:

- Electric and gas dryer
- Condenser or ventless dryer
- Heat pump dryer



*Excluded product(s): coin-operated dryer, drying cabinet.*

## Laundry sets

Ecofee: **\$0.00**

Optional reporting subcategory, intended to facilitate the reporting process for members.

Includes domestic laundry sets consisting of 2 units (one washer and one dryer), for example:

- Laundry sets



## 2.4 Excluded products

### Examples of products excluded from the program

Refrigeration and freezing appliances not intended for the preservation or storage of products, for example:

- Portable ice maker
- Ice cream or sorbet maker



Products specifically excluded by the Regulation:

- Cooler



Small refrigeration and freezing appliances with an effective capacity of less than 2.5 ft<sup>3</sup>, for example:

- Small refrigerator
- Cigar humidor
- Countertop water cooler



Products that are an integral part of a building within the definition of the Civil Code of Québec, for example:

- Central heat pump
- Single-zone or multi-zone heat pump
- Swimming pool heat pump



Products other than those defined in the Regulation, for example:

- Drying cabinet
- A warming drawer
- Range hood
- Garbage disposal
- BBQ or smoker
- Pizza oven
- Camping equipment



Other small household appliances not covered, for example:

- Microwave oven
- Toaster oven
- Portable hot plate
- Other small household appliances



### 3. REPORTING

To ensure funding for program activities, members are required to collect and remit ecofees to GoRecycle for each designated product sold in the province. To determine the amount to remit, each member is obligated to submit a monthly report indicating the quantities of designated products marketed in the province.

#### 3.1 Marketed products to report

Members are required to report all forms of products marketed in the province, including sales, donations, contest prizes, charity auctions, loans, rentals, etc.

##### Sales

For reporting purposes, a designated product is deemed to have been marketed when the execution of the sale is considered completed, and the risks have been transferred to the buyer. In most cases, a sale is completed when the item has been delivered to the consumer.

##### Returns and exchanges

A targeted product sold then exchanged for the same targeted product should only be reported once:

- The sale of a designated product should be credited when it is returned.
- A returned product that is subsequently resold should be reported as a new product, even if it results from a product return. For example, a damaged product that is returned but resold "as is" in an open box or at a discount.

##### Loans and rentals

A product on loan or rental should be reported only when it is initially marketed;

- A designated product rented or sold with a lease-to-own option should be reported only once, when it is new, i.e., when it is initially marketed.

##### Additional details

- The reporting of a sale of a set composed of multiple products should be made with the number of individual units of products included in that set.
  - The laundry sets subcategory was created to facilitate reporting.
- Targeted products that are sold in a reuse mode (used) or that are refurbished should not be reported.
- If a member has not made any sales of designated products within the applicable period, it is required to report zero quantities in the reporting portal.

### 3.2 Members responsible for a designated product

As described below, a company is identified as the member responsible for a targeted product when the company is domiciled or has an establishment in Quebec and:

1. Is marketing a new product, subject to the Regulation, under a trademark, name, or distinguishing guise for which it is the owner or user;
2. Is acting as the “**first supplier**” of a new product, subject to the Regulation in the following circumstances:
  - a. The owner or the user of the trademark, name, or distinguishing guise has neither a domicile nor an establishment in Quebec;
  - b. The product marketed has no name or trademark.

A “**First supplier**” means any company with a domicile or establishment in Quebec that is the first to acquire a designated product from outside Quebec, for which the owner or user of the brand has no domicile or establishment in Quebec, to market it in Quebec.

Regardless of the previous points, when a designated product is acquired from outside Quebec by a consumer or a business for their own use, the responsibility for the targeted products lies with:

1. The company operating a transactional website through which a targeted product has been acquired;
2. The company from whom the product was acquired, whether it has domicile or establishment in Quebec.

For better understanding, here are some examples:

- A manufacturer of targeted products with a domicile or establishment in Quebec is automatically the member responsible for declaring and remitting ecofees for targeted products marketed in the province under a trademark owned by them;
- A retailer or distributor in Quebec, acting as the first supplier, is the member responsible for declaring and remitting ecofees for targeted products acquired from a manufacturer or distributor without domicile or establishment in Quebec;
- A company outside Quebec is automatically the accountable member for targeted products sold directly to a Quebec consumer through direct sales or via a transactional website;

When targeted companies operate under the same banner, whether through a franchise agreement or another form of affiliation, the obligations fall on the owner of the banner if they have a domicile or establishment in Quebec.

#### Additional details

Since September 1, 2023, the targeted company, owner of a banner, operating a purchasing group primarily aimed at obtaining economies of scale for a set of independent companies, can choose to fulfill its obligations individually or collectively through each individual company operating under said banner if most of these companies were members of GoRecycle before September 1, 2023.

In such cases, the targeted company, owner of a banner, remains the sole entity responsible for fulfilling the obligations imposed by the Regulation. Therefore, of the compliance of all points of sale operating a commercial activity under its banner.

### 3.3 Sharing agreements

Members of GoRecycle benefit from a shared responsibility system for reporting and remitting ecofees through the 3R portal. This voluntary agreement between two members can be retroactive or may enter into effect at a future date.

Accepting or transferring the fulfillment of obligations to another member can offer several advantages, such as having a better cost control and avoiding ecofee surcharges or even simplifying the reporting process. Here are the conditions:

- Both companies must be members of GoRecycle;
- Only agreements accepted by both members and concluded on the 3R portal are recognized;
- The transfer of responsibilities begins only on the determined effective date;
- The reporting responsibility is indivisible from the remittance of ecofees;
- In the event of the termination of an agreement, the company targeted by the Regulation will be accountable for the responsibilities regarding the designated products.

Notwithstanding any agreement between members, in case of default, the targeted company remains accountable for the obligations under the regulation regarding the product(s) targeted by the agreement.

### 3.4 Reporting frequency

By default, reporting is done monthly, while the sales to report begin on the first and end on the last calendar day of each month, which represents the "**Reporting Period.**"

- Reports must be submitted through the 3R portal within 30 days of the end of each reporting period;
- An invoice for the ecofees associated with the report will then be sent to the member.
- The invoice will be payable within 30 days of the end of each reporting period.

#### Reporting and remitting calendar

Reporting Period	Reference period	Reporting deadline	Payment deadline
January	January 1 to January 31	February 28 or 29	February 28 or 29
February	February 1 to February 28 or 29	March 31	March 31
March	March 1 to March 31	April 30	April 30
April	April 1 to April 30	May 31	May 31
May	May 1 to May 31	June 30	June 30
June	June 1 to June 30	July 31	July 31
July	July 1 to July 31	August 31	August 31
August	August 1 to August 31	September 30	September 30
September	September 1 to September 30	October 31	October 31
October	October 1 to October 31	November 30	November 30
November	November 1 to November 30	December 31	December 31
December	December 1 to December 31	January 31	January 31

### 3.5 Small remitters

GoRecycle may grant a waiver to members remitting less than \$50,000 in ecofees per year. Therefore, "Small Remitters" have the option to submit their reports and remit ecofees on a quarterly or annual basis. In order to qualify for an exemption, a small remitter must:

- Have completed one year of regular reporting and payments;
- Have no late report or payment due;
- Comply with their obligations under the program.

If this is the case, the small remitter can apply for a waiver through the form provided. GoRecycle may withdraw this privilege if the small remitter no longer meets the requirements set forth above.

Ecofees payable per year	Frequency	Reference periods	Reporting deadline
\$50,000 +	Monthly	See table above	See table above
Between \$10,000 and \$50,000	Quarterly	Q1: January 1 to March 31	April 30
		Q2: April 1 to June 30	July 31
		Q3: July 1 to September 30	October 31
		Q4: October 1 to December 31	January 31
Less than \$10,000	Annually	January 1 to December 31	January 31

### 3.6 Reporting errors

The member may adjust its reports and payments within the 12 months following the reporting period. If the member discovers that it has over-reported and requests a reduction of the quantities reported:

- The member must notify GoRecycle that it is requesting a downward adjustment.
- GoRecycle reserves the right to require a third-party audit to confirm the accuracy of the adjustment, in accordance with the audit mechanism set forth in the Membership Agreement.
- GoRecycle will then refund the overpayment.

If a member discovers that it has underreported and requests an upward adjustment, the member must notify GoRecycle by email ([members@gorecycle.com](mailto:members@gorecycle.com)) that it is requesting an adjustment and immediately pay the associated ecofees.

## 4. ECOFEES

This section aims to inform members about the obligations related to ecofees. The ecofees applicable on sales of new products are management fees that fund transportation, collection, recycling, and administration for the collective program.

- They are not taxes; they are not remitted to the government;
- They are subject to federal and provincial sales taxes;
- They are specific to Quebec and vary depending on the designated product.

Ecofees are calculated considering all program costs and may vary over time based on the quantities of products marketed, the cost of recycling the products, and, in certain cases, government requirements.

Each member is responsible for determining how it will finance its ecofee remittance; however, it must adhere to the following two rules at all times:

- According to the *Consumer Protection Act* and the *Regulation respecting the recovery and reclamation of products by enterprises*, ecofees must be internalized (included in the retail price);
- Also, to meet the conditions of the agreements with RECYC-QUÉBEC, the cost of the ecofees must not be visible to customers at any time.

### 4.1 Applicable ecofees

Subcategory	Product type	Ecofee
1	Refrigerators and freezers	\$30.00
	Wine cellars	\$30.00
	Water dispensers	\$22.00
3	Portable air conditioners	\$22.00
	Dehumidifiers	\$22.00
4	Ranges, built-in ovens, and built-in cooktops	\$0.00
	Dishwashers	\$0.00
	Washing machines and dryers	\$0.00

*REMINDER! Despite the temporary suspension of ecofees on appliances in subcategory 4 including stoves, dishwashers, washing machines, dryers, etc. these products must be included in your report on the quantities of products marketed in the province.*

### 4.2 Displaying ecofees

As stipulated in the Membership Agreement and the Member Policy, a complaint received by GoRecycle regarding a member not complying with the display requirements will result in a warning from GoRecycle and could lead to the removal of the member's membership. The member would then be non-compliant with the Regulation and therefore liable to the penalties.

The tables on the following page provide the current guidelines:




### 4.3 Display guidelines

**IMPORTANT!** – *The cost of the ecofee must be included in the retail price and must not be disclosed to consumers!*


**ACCEPTED**

- Finance the ecofees by including them in the retail price of the designated product and keep it invisible to customers;
- Indicate that the retail price includes an ecofee, without detailing the amount. Accepted mentions:
  - "Ecofee included to finance recycling activities in Quebec."
  - "Ecofee included".
- Communicate on a "Q&A" or "ecofee" type web page that the product's retail price may vary from one province to the other because of ecofees to finance recycling activities. Members cannot detail the ecofee amounts on the website;
- Answer customers questioning the variation of retail prices between provinces that this disparity is caused by the inclusion of ecofees in the retail price to finance the recycling activities in Quebec;
- Detail visible ecofees included in the price on business-to-business transactions only (including builders sales), as long as they remain invisible to individual consumers;
- Refer clients and the public to [www.gorecycle.com](http://www.gorecycle.com) for more details. (GoRecycle has obtained the sole authorization to detail ecofees per category on its website).

Full size refrigerator **\$ 1,029.99** +tx




Full size refrigerator **\*\$ 1,029.99** +tx



\*Ecofee included to finance recycling activities in Quebec

Full size refrigerator **\*\$ 1,029.99** +tx




\*Ecofee included


**PROHIBITED**

- Finance the payment of ecofees by applying it to any product other than the designated product. (interfinancing);
- Add ecofees on top of the presented retail price;
- Detail the value of the ecofees on the retail price of any marketing material, including but not limited to, advertising, price tags, flyers, store signage, catalogues, websites, price lists, or invoices.

~~Full size refrigerator **\$ 1,029.99** +tx~~




~~Full size refrigerator **\*\$ 1,029.99** +tx~~



~~\*Ecofee included to finance recycling activities in Quebec~~

~~Full size refrigerator **\*\$ 1,029.99** +tx~~



~~\*Ecofee included~~

## 5. PRODUCT RECOVERY AND RECLAMATION

This section aims to inform members about the recovery and reclamation obligations for designated products. Since the Regulation aims to reduce the quantities of residual materials for disposal, it sets recovery targets to achieve and the processing methods that the collective program must prioritize.

### 5.1 Collection service

GoRecycle provides a free collection service to all its members and to all companies wishing to dispose of end-of-life domestic refrigeration appliances. We serve healthcare facilities, educational institutions, private companies, and any other industry, commerce, or institution.

### 5.2 Home collection with purchase

When a member chooses to offer a collection service to its customers, the former must include a free collection option as part of its service offering. The free service starts at the consumer's doorstep and ends at its destination.

A member offering a free collection and recycling service may, at its discretion, charge additional handling fees to remove an appliance from a residence. Here are the conditions to be met:

- A free collection and recycling service must be an integral part of the service offering;
- The free collection and recycling service must be clearly communicated to all customer groups;
- The free service must begin at the consumer's doorstep;
- A member can offer and bill an optional additional handling service if it chooses;
- Billing for the additional handling service must be limited to activities related to the removal of the appliance from indoors to outdoors;
- Each member is responsible for conveying its own instructions to its customer base;
- When a service is offered, the member must ensure the compliant recycling of the recovered appliances.

For greater clarity, the "consumer's doorstep" is the external door of a residence or the door of an apartment or condo located inside a building.

#### Do you have appliances to be recovered?

Find out about GoRecycle's collection service, a free service for companies throughout Quebec!

- Email: [operation@gorecycle.com](mailto:operation@gorecycle.com)

If you already have a collection contract with GoRecycle, make sure you have the minimum number of required appliances and request your collection in 3 easy steps:

1. Visit [www.gorecycle.com/demande-de-collecte](http://www.gorecycle.com/demande-de-collecte);
2. Fill out the form and click "Envoyer";
3. You will receive a confirmation of your request by email.

A carrier will arrive to collect the appliances within 5 business days of the reception of the request.

### 5.3 Reuse program

For the program to comply with the Regulation requirements, and to meet the demand of many members, GoRecycle has implemented a reuse program aimed at overseeing and recognizing the reuse activities of domestic household appliances.

The program involves identifying businesses and organizations that are recognized and authorized to acquire products from GoRecycle members, and who are permitted to engage in reuse activities following best practices.

In addition to ensuring GoRecycle's program compliance, this program allows for:

- Extending the lifespan of functional products;
- Reducing the environmental impact on natural resources;
- Contributing to the achievement of recovery targets within the program;
- Avoiding significant recycling costs;
- Promoting an economy between members and reuse partners.

If you wish to offer your collected products to a reuse partner in your region or if you are aware of or are already working with a reuse organization that you would like to see accredited, please contact us at: [reuse@gorecycle.com](mailto:reuse@gorecycle.com).

## 6. FREQUENTLY ASKED QUESTIONS

### Ecofees

**Q.: What are ecofees?**

A.: Ecofees are not a tax. They are a recycling fee applied to the purchase of new products in Quebec to finance programs and drive the rollout of a network of drop-off points. Municipalities do not pay to sort items or appliances entering their waste management system, such as ecocentres.

**Q.: How do I explain ecofees to customers?**

A.: Ecofees help finance the rollout of the collection, transportation, and recycling of domestic and air conditioning appliances throughout Quebec.

**Q.: How do you plan to display ecofees?**

A.: Our members are prohibited from displaying ecofees. The fees must be invisible and included in the retail price.

**Q.: Can businesses selling between businesses show the ecofees (B2B sales only)?**

A.: Manufacturers and distributors can detail the ecofee in their price, but it must always remain internalized in the price and invisible to the public. Also, ecofees can be detailed on invoices to contractors (*builders*) *but* must remain internalized in the retail price and invisible to public customers.

**Q.: What happens if I display ecofees for consumers?**

A.: As specified in the Membership Agreement and the Member Policy, if GoRecycle receives a complaint about a member refusing to comply with the visibility requirements, GoRecycle will issue a warning that could result in termination of membership. The member would therefore be non-compliant with the Regulation and be liable to penalties provided for in the Regulation.

**Q.: Why have you asked companies to conceal the ecofees?**

A.: This is not a decision made by GoRecycle, but rather a condition required by the Quebec Regulation and the financial support agreement between RECYC-QUÉBEC and GoRecycle.

**Q.: Without disclosing the ecofee for a given appliance, is it possible to mention that the price includes environmental management fees?**

A.: Yes. It is possible to indicate that the price includes an ecofee, but it is not permitted to detail the amount. The only authorized mentions are:

- *“Ecofee included to finance recycling activities in Quebec”;*
- *“Ecofee included”;*

For more details, please refer to page 3 of this Guide.

**Q.: How will collected ecofees be invested?**

A.: Ecofees are used to finance the rollout of the collection, transportation, and recycling of domestic and air conditioning appliances throughout Quebec.

**Q.: How are ecofees established?**

A.: Ecofees are calculated by considering the program operation and administrative costs, penalties, and reservations for compliance by the sales of products covered. Ecofees make it possible to amortize the costs of the program over all the products covered that are sold by its members.

**Q.: How can you be sure that the established ecofees are sufficient?**

A.: The ecofees are regularly reassessed by the GoRecycles Board of Directors, whose members ensure the program’s sustainability.

**Q.: If a consumer returns a product for a refund, is the ecofee refunded as well?**

A.: Yes, the full amount, including the ecofee internalized in the retail price, must be refunded to consumers.

**Registration and reporting**

**Q.: How often do I have to report?**

A.: Monthly, unless you meet the small remitter requirements specified in the Member Policy.

**Q.: How do I report the quantities of products sold?**

A.: As soon as you become a GoRecycle member, you will have access to the reporting sections of the portal (URL), where you can enter the information. If you experience any problems, contact [3r@gorecycle.com](mailto:3r@gorecycle.com).

**Q.: What happens if I sell small quantities of products in the province?**

A.: The Member Policy specifies the conditions that allow members that sell a limited number of appliances to benefit from relief by reporting quarterly or annually, with prior approval by GoRecycle. See the Member Policy to determine whether the conditions apply to you and how to proceed.

**Q.: What happens if I want to issue a report and remit the ecofees on behalf of another program member's account?**

A.: You can decide to enter into an agreement with another member directly through the portal. This agreement between two GoRecycle members is voluntary and must be signed by both parties. It serves as satisfactory proof for GoRecycle if one party decides to report the data and pay for another member's account. You can find all the details in the GoRecycle Member Policy.

**Designated products**

**Q.: Are the ecofees applicable to built-in ice makers?**

A.: Yes, according to the Regulation, when intended for domestic use, built-in ice makers meet the definition of refrigerating and freezing appliances covered by Subcategory 1.

**Q.: Does the exclusion for effective capacity apply to portable ice makers?**

A.: Yes, the Regulation provides an exclusion for all refrigeration and freezing appliances with an effective capacity of less than 2.5 ft<sup>3</sup>. Therefore, portable ice makers are excluded from the program.

**Q.: Does the exclusion also apply to water dispensers?**

A.: The exclusion for effective capacity of less than 2.5 ft<sup>3</sup> applies only to small countertop water coolers and undercounter cooling devices.

**Collection and Recycling**

**Q.: Am I required to provide a collection service for appliances covered by the regulation?**

A.: No, there is no obligation. Companies are free to decide.

**Q.: Why is it important to offer a home collection service?**

A.: The home collection service with a purchase is one of the most effective ways to ensure that the appliance will be responsibly recycled. Additionally, according to a 2021 Léger study, 85% of customers would choose a retailer offering a collection and recycling service for their old appliance.

**Q.: If a collection service is provided, can I decide where to send my appliances?**

A.: No. To comply, you must deal with GoRecycle when it comes to cooling appliances.

**Q.: What happens if I send my cooling appliances to a metal recycler?**

A.: Unfortunately, you could lose your member status. It is important to ensure that cooling appliances are appropriately recycled and that GoRecycle sends them to our certified recyclers.

**Q.: Am I required to offer a free collection service?**

A.: When a member chooses to offer a targeted product recovery service, it must provide its customers with a free collection and recycling option. The member can bill for handling if the customer chooses not to move the appliance outside to benefit from the free service.

**Q.: Why is it important to recycle domestic cooling appliances in accordance with the regulation?**

A.: The pipes and foams in cooling appliances contain oils and plastics, as well as refrigerant gases, which are major greenhouse gases. Most companies are not equipped to deal appropriately with these gases and oils and prevent them from being released into the environment. Only GoRecycle has provincial agreements with companies equipped to handle these gases properly. In addition, the plastics and other inert components in the appliance are generally not recycled when sent to metal recyclers and represent major underused recyclable resources.

By appropriately recycling domestic cooling appliances, GoRecycle members help fight climate change and the loss of natural resources.

**Q.: What can be done with non-cooling domestic appliances, such as stoves, washing machines, dryers, and dishwashers?**

A.: Currently, members can continue to send these appliances to metal recyclers. GoRecycle is working on determining whether different practices will be necessary.

**Q.: Is there a predetermined amount for billing the additional indoor handling service for a customer's residence?**

A.: There is no predetermined amount; the billing and the amount charged are entirely at the member's discretion.

**Q.: Can fees be charged for collecting Category 4 products (ranges, washers, dryers, etc.)?**

A.: No, even though the recovery of these products is not covered by the program, Category 4 products remain covered by the Regulation. As with refrigerating appliances, collection must be free, starting from the consumer's doorstep.

**Q.: Does the free collection apply to condo buildings or apartment complexes?**

A.: Yes, the free collection service starts at the apartment or condo door. For example, removing an appliance left outside an apartment on the 3<sup>rd</sup> floor is part of the free collection and recycling service.

**Q.: If a customer has an appliance to be collected but did not request it when placing their order, am I required to pick it up?**

A.: Every collected appliance contributes to the collective recovery targets. That said, if a member receives a pickup request that wasn't scheduled in its routes, it can refuse to collect the appliance.

**Q.: What should I do if a customer fails to move their appliance outside and has not paid the handling fee?**

A.: Each member is responsible for communicating its instructions to its customers. If the customer does not follow the instructions, you can bill the amount due for the service or even refuse to collect the appliance.

**Q.: Can I refuse to collect an unsanitary appliance left outside the residence?**

A.: Yes. Please be aware that GoRecycle carriers may also refuse to collect an unsanitary appliance when collecting refrigerating appliances at your address.

## 7. CONTACTING US

<b>Member Services</b>	For questions about your obligations, the Member Policy, targeted products, to schedule a meeting, and for any other general inquiries.	<ul style="list-style-type: none"><li>▪ <a href="mailto:members@gorecycle.com">members@gorecycle.com</a></li><li>▪ 514-267-3351</li></ul>
<b>3R portal assistance</b>	For assistance with the online membership registration process or with the 3R reporting portal.	<ul style="list-style-type: none"><li>▪ <a href="mailto:3r@gorecycle.com">3r@gorecycle.com</a></li><li>▪ 1-888-360-0033</li></ul>
<b>Billing</b>	For questions regarding your balance or to obtain a statement of account.	<ul style="list-style-type: none"><li>▪ <a href="mailto:finances@gorecycle.com">finances@gorecycle.com</a></li></ul>
<b>Collection Operations</b>	To register for the collection program and for your needs related to the collection of refrigerant appliances.	<ul style="list-style-type: none"><li>▪ <a href="mailto:operations@gorecycle.com">operations@gorecycle.com</a></li></ul>
<b>Reuse</b>	To become a reuse partner or if you are interested in collaborating with an official reuse partner.	<ul style="list-style-type: none"><li>▪ <a href="mailto:reuse@gorecycle.com">reuse@gorecycle.com</a></li></ul>