



Waste Electrical and Electronic Equipment (WEEE) FAQ

Q: Why should I recycle my old Virgin Media equipment?

A: Electrical equipment contains hazardous substances which can be dangerous to people and the environment if they're not disposed of properly. Plus, some parts will still be useful, so throwing them away wastes valuable resources. By collecting electrical and electronic waste products separately, we can ensure they are sent for specialist treatment and recycling, meeting the necessary environmental standards.

Q: What does the crossed out wheeled bin symbol mean?



A: If a Virgin Media product shouldn't be thrown away, we'll mark it with a crossed-out wheeled bin symbol. This means it needs to be recycled in the ways we have outlined in our [WEEE Policy](#).

Q: Why can't I put my old Virgin Media equipment out with my normal household recycling?

A: Electrical and electronic equipment can only be recycled by specialist companies. Materials collected by your general household recycling service are not set up to deal with this type of waste and it would likely end up in landfill.

Q: What is the WEEE Directive?

A: The Waste Electrical and Electronic Equipment (WEEE) Directive is EU legislation. It aims to minimise the impact of waste electrical and electronic equipment on the environment by increasing reuse and recycling, and reducing the amount of old electrical and electronic equipment going to landfill. One way of doing this is by making producers of electrical and electronic equipment responsible for financing its collection, treatment, and recovery, and for retailers of electrical and electronic equipment to allow customers to return their unwanted equipment free of charge.

Q: How can I recycle my old Virgin Media equipment?

Whether you are joining us, upgrading your equipment or even leaving us, we will recycle your old equipment in an accessible and convenient way. The best method for recycling your old



equipment will depend on the type of item you want to dispose of so please take a look at our [Pick me up Policy](#) for further details.

Q: What happens to waste electrical and electronic equipment sent back to Virgin Media?

A: We'll treat it or recycle it to the necessary environmental standards using only fully licensed companies.

Last year we took back over 1.8 million set top boxes and modems in the UK, of which 1.3 million were reused and over 500,000 recycled.

All of our waste electrical and electronic equipment is collected and treated in the correct manner by a number of treatment facilities and we are fully compliant with the WEEE Regulations 2013.

In addition, Virgin Media is also a member of the government-approved Distributor Take-back Scheme which provides funding to local civic amenity sites to ensure waste is treated in a compliant manner. For more information on WEEE compliance please visit <https://www.ecosurety.com/compliance/weee/additional-weee-compliance-guidance/>

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