

# Extreme Networks Take-Back Program

At Extreme Networks, we are dedicated to leading the charge in sustainable and responsible recycling. Our complimentary Take-Back Program offers a hassle-free and eco-friendly solution for disposing of your end-of-life products.

## Why Extreme Networks?



**Reuse and Refurbishment:** We prioritize extending the life of your products through reuse and refurbishment, giving them a second life.



**Materials Recovery:** When reuse isn't an option, we focus on recovering valuable materials to minimize waste.



**Energy Recovery:** We harness energy from waste, turning potential pollutants into valuable resources.



**Environmental Disposal:** We help ensure any remaining waste is disposed of in an environmentally responsible manner.

Our Take-Back Program adheres to recycling requirements and laws. We are proud to offer this service to all our customers who wish to return their Extreme Networks products that have reached the end of their useful life, helping to ensure they are handled responsibly and sustainably. To achieve this, we have partnered with trusted agents who help ensure that our products are sent to R2V3 or e-Stewards' certified facilities for responsible recycling.

Join us in making a positive impact on the planet—choose Extreme Networks for your recycling needs!

## How Does It Work?



### 1. Identify eligible products

- Applicable to Extreme Networks products only
- The product has reached the end of its useful life and is no longer in working condition or needed



### 2. Submit a request

- Complete the online form to initiate the return process
- [Submit Request](#)



### 3. Receive confirmation

- You'll receive an email with a unique tracking number
- RMA Escalations team will review your submission and provide detailed shipping instructions



### 4. Ship your products

- Pack your products
- Refer to the [product take-back packaging guidelines](#) for best practices



### 5. Responsible recycling

- Your products returned for the environment will be processed at certified facilities, helping to ensure environmentally responsible recycling

## Join the Program

Participating in the Take-Back Program is easy, and together, we can make a meaningful impact on the environment.

## Contact Us

For questions or additional information on our Take-Back Program, please reach out to us at [green@extremenetworks.com](mailto:green@extremenetworks.com).

## \*Terms and Conditions

### Customer Responsibility and Disclaimer:

By submitting this form, the Customer acknowledges their responsibility for removing all data, personal information, software applications, and any other content ("Information") from the equipment prior to sending it to Extreme Networks. Extreme Networks will not be liable for any data that remains on the equipment and cannot ensure data security after the equipment is returned. The Customer also agrees to protect Extreme Networks and its team from any claims or costs (including attorney's fees) that arise because the Customer did not delete this Information. Once the equipment is returned to Extreme Networks, it cannot be retrieved or requested back by the Customer. The customer transfers complete ownership and responsibility for the handling, recovery, recycling, and environmentally safe disposal of the returned products, guaranteeing they are free from any future claims and that the title is clear and transferable.

### Return and Disposal Costs:

Extreme will cover the freight costs; however, the customer acknowledges responsibility for any additional costs incurred during the return, including but not limited to customs fees, duties, taxes, and any other associated costs that may arise during the return and disposal of the equipment. This program is applicable to only Extreme Products. The customer will be liable for any expenses resulting from the shipment of incorrect products. Extreme is not liable for any products mistakenly shipped and does not guarantee their return to the customer.

### Palletization Requirement:

The Customer is responsible for ensuring that all products are palletized before pickup. If products are not palletized, the Customer agrees to cover all associated labor and additional costs

incurred to palletize the equipment at the time of pickup. Customer is responsible for generating applicable shipping documentation. All products must be packaged according to the Program's packing guidelines before pick-up. This entails boxing the products, labeling the boxes, and arranging them on pallets.

### Pickup Facilitation:

The Customer agrees to be on-site at the designated location on the scheduled pickup day to facilitate the collection of the equipment.

### Availability:

This program is available globally; however, it may not be available in a few regions.

### Data Collection and Privacy:

To participate in this program, Extreme Networks may collect personal information from the Customer, including contact information, shipping details, and information about the equipment. This data will be used solely for managing the take-back process, including verification, processing, and logistics. Extreme Networks is committed to protecting Customer privacy and will handle all personal information in compliance with its Privacy Policy and applicable data protection laws, available here: <https://www.extremenetworks.com/about-extreme-networks/company/legal/data-privacy-and-protection>

### Modifications to Terms:

Extreme Networks reserves the right to modify these Terms and Conditions at any time. Any changes will be communicated via our website.

## Corporate Responsibility

Extreme Networks is committed to ensuring our corporate responsibility efforts resonate across our entire business, from the supply chain partners we select to the tens of thousands of customers we serve.

[Learn more](#)  
about Extreme Networks corporate responsibility.