

Panasonic eWaste Recycling Campaign Terms and Conditions

1. Panasonic e-Waste Recycling Campaign (“Campaign”) is organised and promoted by Panasonic Malaysia Sdn Bhd (“Panasonic Malaysia”) in collaboration with Panasonic Malaysia’s e-Waste partner for individual end users (the “Participants”) to recycle their e-Waste.
2. For the purposes of the Campaign, “e-Waste” refers to broken, non-working, used and/or obsolete electronic devices or electronic appliances (please refer to the e-Waste list in appendix) that are listed as common recyclable e-Waste on the Campaign webpage and are:
 - a. not “scheduled wastes” as defined in the Environmental Quality (Scheduled Wastes) Regulations 2005
3. Participation in the Campaign is voluntary. By participating in the Campaign and/or submitting an e-Waste recycle request to Panasonic Malaysia, the Participant is deemed to have accepted and agreed to these Campaign terms and conditions.
 - a. The Campaign mechanics are as follows: -
 - i. The Participants must register as a “Club Panasonic” member via valid email address and submit an e-Waste recycle request form from the Campaign’s webpage at <https://www.panasonic.com/my/events-and-promotions/promotions/panasonic-e-waste-campaign.html> for Panasonic Malaysia’s e-Waste partner to arrange eWaste collection from the Participants’ premises.
 - ii. Upon successful submission of the e-Waste recycle request form to Panasonic Malaysia, Panasonic Malaysia’s e-Waste partner will contact the relevant Participant within seven (7) days from the request submission, and:-
 1. If the number of e-Waste items is not less than three (3) units, arrange with the Participant for free e-Waste collection / pick-up service from the Participant’s premises;
 2. If the number of e-Waste items is less than three (3), pick-up cost may be applicable, and the Participant must agree with the Panasonic Malaysia’s eWaste partner on the pick-up cost prior to any arrangement for pick-up and pay the agreed pick-up cost to Panasonic Malaysia’s eWaste partner.
 3. For the collection of large appliances weighing over 25kg or measuring more than 40cm, particularly from condominiums or multi-storey residences, additional charges may apply. These charges will account for the need for extra manpower or other logistical considerations. The Participant must agree to the pick-up cost in advance, before any arrangement for pick-up is made, and must pay the agreed-upon amount to Panasonic Malaysia’s eWaste partner.

- iii. Upon successful pick-up and verification by Panasonic Malaysia, the Participant will receive a “Club Panasonic” e-voucher worth RM50 via the email address registered with “Club Panasonic” in 30 working days.
 - iv. The RM50 “Club Panasonic” e-voucher is valid for 30 days from the issuance date with a minimum purchase of RM150 in a single transaction. After the expiration date, the e-voucher may no longer be valid or redeemable.
 - v. The e-voucher can only be redeemed for goods or services at “Club Panasonic” platform and must be used in a single transaction unless otherwise stated.
 - vi. The e-voucher cannot be used in conjunction with other promotions, discounts, or vouchers.
 - vii. The e-voucher is non-transferable and may not be sold or exchanged for money.
 - viii. Each participant with ONE valid email address will be entitled to only one “Club Panasonic” e-voucher upon successful pick up and verification by Panasonic Malaysia throughout the Campaign period.
 - ix. Panasonic Malaysia reserves the right to change, amend, or terminate the terms and conditions at any time without prior notice.
- b. The Campaign is limited to Klang Valley only, campaign period from 16th January 2025 until 30th June 2025.
 - c. Participants are responsible to remove any SIM cards, memory card, personal data and perform factory reset on the Participants’ used electronic devices. Any request for the Partner to do the same may be subject to additional charge by Panasonic Malaysia’s eWaste partner.
 - d. In the event of any dispute arising from this Campaign or relating to the interpretation of these terms and conditions, Panasonic Malaysia’s decision shall be final and binding on all parties. No correspondence or further claims will be entertained.
 - e. The Participants agree to, at Panasonic Malaysia’s request, participate in all and any promotional activity (such as publicity and photography) and they consent to Panasonic Malaysia using their name and image for any and all promotional and advertising purposes.
 - f. By participating in this Campaign, Participants agree to be bound by the terms and conditions herein contained and the Participants give their voluntary consent for Panasonic Malaysia to collect, keep, use and process the Participants’ personal data solely for the purpose of this Campaign (including but not limited to advertising and promotional purposes). The Participants agree that the Organizer reserves the right to share the personal data with Panasonic Malaysia group of companies for similar and/or related purposes. All information given by the Participants is accurate at the time of participating in this Campaign and in the event of any change and/or update is required, the Participants are to promptly inform the Organizer of such a change.

- g. Panasonic Malaysia reserves the right to change, amend and modify these terms and conditions from time to time.
- h. These terms and conditions shall be governed by, and construed in accordance with, the laws of Malaysia, and each Participant irrevocably submits to the exclusive jurisdiction of the courts of Malaysia.
- i. Please refer to our FAQs for answers to any queries you might have.

FREQUENTLY ASKED QUESTIONS

Panasonic e-Waste Recycling Campaign

This campaign is open to all locals and foreigners residing in Malaysia to encourage e-Waste recycling to combat the effects of environmental pollution. As an electronic manufacturer, Panasonic Malaysia provides a sustainable way of disposing of digital and electrical items safely and responsibly.

How is my data treated?

You will need to remove any personal data and perform a factory reset on your devices before handing it over to the EARTH Hero.

What e-Waste items are accepted for recycling?

You can recycle any electronic and electrical device that is listed under accepted items.

What You Can Recycle	Items Not Accepted
Smartphones / Mobile Phones / Handphones / Telephones	NON Electronic Items
Tablet / iPad	Clothes
Laptops / Notebooks	Fabric
Computer Desktop / All-in-One	Furniture
Monitor / Flatscreen TV	Food Waste
Keyboard / Gamepad	Plastic
PlayStation / Xbox	Water Filter
Processor / RAM / Motherboard / Power Supply	Treadmill
Modem / Router / Switch	Musical Instruments
Printers	Massage Chair
Projectors	
Digital Cameras / Camcorders	
Inkjet Cartridge	
Walkie-Talkie	
Adapters / Cables / Chargers / Wires	
CD / DVD discs	
CD / DVD Player / Astro Decoder	
Power Bank	

Power Extension	
Headphones	
Barcode Scanner	
Blender / Food Processor / Food Mixer	
Coffee Maker	
Dish Dryer	
Hair Dryer / Hair Styler / Hair Straightener	
Kettle / Juicer / Thermo Pot	
Rice Cooker / Pressure Cooker / Slow Cooker	
Toaster	
Vacuum Cleaner	
Washing Machine	
Laundry Dryer	
Light Bulb (not more than 3 units)	
Fluorescent Tube Lights	
Refrigerator	
Household Freezer (not above 200L)	
Audio System / Soundbar / Mini HiFi System / Micro HiFi System / Radio	
Air-conditioner	
Ventilating Fan / Ceiling Fan / Electric Fan	
Air Purifier	
Iron	
Oven	
Electric Epilator / Shaver / Hair Trimmer / Facial Trimmer	

Will I be paid for my e-Waste items being recycled?

You will receive a Panasonic e-voucher upon successful collection of your items.

What are the charges for doorstep collection within Klang Valley?

No Charges for:

- A minimum of 3 used electronic/electrical devices such as Computers, Flatscreens, Smartphones, Tablets, Printers, or Projectors.

For the collection of large appliances weighing over 25kg or measuring more than 40cm, particularly from condominiums or multi-storey residences, additional charges may apply. These charges will account for the need for extra manpower or other logistical considerations. The Participant must agree to the pick-up cost in advance, before any arrangement for pick-up is made, and must pay the agreed-upon amount to EARTH.

Can I drop off/ self-handover if I have less than 3 units?

Drop-off service at the EARTH office is not available. However, you may opt for a pickup service, subject to an applicable fee. The agreed pickup cost is payable directly to EARTH.

What is the coverage area for e-Waste pickup?

Currently, doorstep pickup covers the Klang Valley.

If you are outside the collection area covered by EARTH, you may still submit your request and discuss with EARTH the option to post in your items from Peninsular Malaysia (free of charge).

What is the free post-in option?

If you reside in Peninsular Malaysia but are outside the doorstep pickup area (or prefer post-in due to convenience), you can use the post-in option for free.

How do I post in my e-waste?

The process is similar to a home pickup. Simply submit a request, and our partner will contact you via WhatsApp. They'll guide you through the assessment of your items and send you a free post-in label if you proceed with this option. Just pack your e-Waste items (keeping each box under 30kg), stick the label on them, and drop them off at your nearest Pos Malaysia branch.

How many items can I post in for free? **

You can post in items for free if you meet the same requirements as the home collection:

- Minimum of 3 used electronic/electrical devices such as Computers, Flatscreens, Smartphones, Tablets, Printers, or Projectors.

There is no maximum number of items; just ensure each box is properly labelled, sealed, and under 30kg.

How long will the partner (EARTH) take to collect e-Waste?

EARTH will contact you via WhatsApp within 7 days of submitting your request to schedule a collection appointment.

I haven't received a call/WhatsApp from EARTH for pickup. What should I do?

Please contact EARTH by emailing hello@erth.app or WhatsApp EARTH at +6014 221 1446 and quote your Request ID.

Why should I recycle through your partner? **

Our appointed partner, EARTH, is the top Authorized Collection Centre by Jabatan Alam Sekitar.

Some e-Waste items contain hazardous materials like lead, cadmium, and mercury, which can harm the air, soil, or water if not handled properly. EARTH works with a government-licensed recycling facility and follows safe and responsible e-Waste handling, processing, and disposal standards.

Unauthorized e-Waste collectors may not handle e-Waste properly, which could pollute the air, land, and water.

What will ERTH do with my e-Waste after pickup?

ERTH will assess the electronic devices and classify them as follows:

- Grade A: Reusable
- Grade B: Repairable
- Grade C: Recyclable

Reusable and repairable items, after data destruction, may be used for spare parts or sold on the second-hand market to support future e-waste collections and B40 device donations.

Recyclable items are sent to a government-licensed recycling facility.

I have more e-Waste than expected, but I've submitted the form.

No problem. Let the ERTH Hero know the final list of items for recycling when they contact you to ensure the right logistics support is provided.

I changed my mind; I don't want to recycle my e-Waste. How can I cancel my request?

If you've decided not to proceed, inform the ERTH Hero when they contact you to schedule your appointment. However, if cancellation occurs when the Hero is on their way or has arrived, a cancellation fee may apply.

I mistakenly sent a device/item I didn't intend to recycle. Can I get it back?

ERTH will make every effort to retrieve your item. Contact ERTH within 24 hours of collection by emailing [hello\[@\]erth.app](mailto:hello[@]erth.app) or WhatsApp ERTH at +6014 221 1446 and quote your Request ID.

Please note that retrieval is a chargeable service of RM250, in addition to any delivery fees to return the item.