

Caledonian Optical Recycling Initiative – Terms & Conditions

1. Ordering and Fulfilment

- 1.1. Boxes are issued via the marketing team upon receipt of the recycling form.
- 1.2. One box will be sent at a time. Replacement or additional boxes are subject to spend review.
- 1.3. Damaged boxes may be replaced upon return of the damaged box; otherwise, additional fees will apply.

2. Participation Eligibility

- 2.1. The initiative is open only to Caledonian Optical customers with a **minimum monthly spending commitment of £500**, exclusive of VAT.
- 2.2. Requests for recycling boxes from non-customers or customers below the minimum spend will **not be fulfilled**.

3. Box Use and Return

- 3.1. Fill boxes strictly with **used spectacles and eyewear frames**, not unrelated waste.
- 3.2. Once full, return via the Caledonian Optical Royal Mail Returns portal.
- 3.3. Spectacles and frames should be returned in a standard box and not sent inside the recycling box itself.

4. Monthly Spend Monitoring

- 4.1. Caledonian Optical reserves the right to monitor customer monthly spend that qualifies against the recycling initiative.
- 4.2. Should a customer's spend fall below £500 in any calendar month, Caledonian Optical may:
 - a) Revoke box issuance
 - b) Charge a handling fee before issuing future boxes

5. Recycling Process

- 5.1. All returned spectacles are forwarded to the Lions Club, graded, and then:
 - Reused where suitable;
 - Materials such as plastic or lens fragments are recycled to support eye-care projects.
- 5.2. Caledonian Optical will provide **yearly reports** detailing the volume of spectacles recycled and landfill diverted.

6. Rewards and Recognition

6.1. Customers meeting or exceeding recycling targets may be eligible for reward programs.

6.2. Details and eligibility criteria for rewards will be communicated by your Account Manager.

7. Intellectual Property

7.1. Caledonian Optical retains all rights in the “Caledonian Optical” brand and recycling box design.

7.2. Customers may only use branding in approved marketing materials (e.g., “part of the Caledonian Optical Recycling Initiative”).

8. Termination

8.1. Caledonian Optical may terminate participation with immediate effect if a customer:

- Drops below minimum spend for consecutive months,
- Misuses boxes (e.g., contamination), or
- Breaches any other term herein.

8.2. Participants can exit the program at any time by returning all issued boxes in good condition.

9. Changes & Notices

9.1. Caledonian Optical reserves the right to amend these terms with **30 days’ written notice**.

9.2. Any changes take effect at the end of the current calendar quarter unless otherwise stated.