

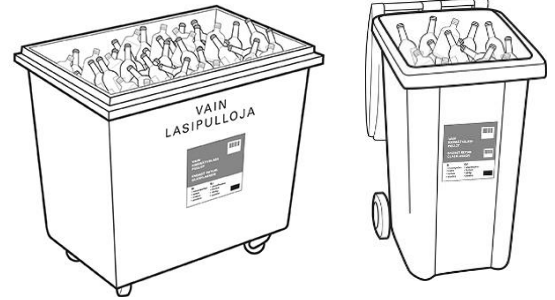
# INSTRUCTION FOR EMPTYING SERVICE



At the emptying service, the glass containers are emptied at the return location in the agreed emptying rhythm.

When there is a need to change the emptying rhythm, you can contact your service provider. Contact information can be found in the emptying service section of Palpa Extranet service.

Public holidays may affect the day of emptying. Mainly the day of emptying that falls on a public holiday is replaced on the working day preceding or following the public holiday.



## **Confirm the transport unit change in the machine (if reverse vending machine is in use)**

Confirm the change every time you take a full transport unit out of the machine.

## **Return glass bottles as empty and intact in a glass container**

There are two sizes of glass containers: a large container (600 L, deposit 150 € VAT 24 %) and a small container (240 L, deposit 80 € VAT 24 %).



**NOTE! It is not allowed to put cans, plastic bottles, ceramic bottles, porcelain, garbage or other glass material (e.g. drinking glasses) to a container.**

If the glass container contains waste, the driver has the right not to empty the container. The driver marks the containers with deviation tape at the return location which has an RVM.

The return location is responsible for emptying the container that has not been emptied due to contaminants into mixed waste at its own expense.

## **Do not mark the container with a Palpa sticker,**

so that the beverage supplier does not pick up the container when delivering the beverages.

## **Order a pickup for a broken container from the beverage supplier**

Please make sure that there are several intact containers suitable for the emptying rhythm.

Order additional containers or a pickup for broken glass containers from the beverage supplier. Mark the returnable containers with a Palpa sticker. The beverage supplier charges and refunds the container deposit on delivery or collection.

The driver of the emptying service marks broken containers during emptying. If necessary, contact Palpa customer service for broken or otherwise unusable containers.

## **Rinsing of containers**

Return locations with reverse vending machines: The containers are rinsed circa five times a year, considering seasons and seasonal variations.

Return locations without reverse vending machines: The containers are rinsed regularly circa every 4 to 8 weeks, considering the seasons and seasonal variations.