

## **Retailer FAQ for RVM Charity Donation Feature**

### **1. Is participation in the Charity Donation Feature mandatory for retailers?**

No, participation is completely optional. Retailers can choose whether to enable the Donation Option at their Reverse Vending Machines (RVMs) based on their own preferences and capacity.

### **2. Who is responsible for managing donations through this feature?**

Retailers are solely responsible for the operation and management of the donation feature, including selecting the charity, managing payments, and maintaining records.

### **3. Can I select which charities my store/business supports?**

Yes, retailers can choose their preferred charity or community cause to receive donations made via the RVM. Each retailer must obtain their chosen Beneficiary's consent and agree terms and conditions with them in advance.

### **4. Can I remove or change the selected charity at any time?**

Yes, retailers may change or remove the selected charity but must ensure that proper consent is in place and terms are agreed with any new beneficiary.

### **5. Are we allowed to promote or advertise our chosen charity?**

Yes, and in fact, retailers are required to provide clear and visible information at the Return Point about the chosen charity, including name, contact details, and registration numbers where applicable.

### **6. How do we activate or deactivate this feature in our stores?**

Retailers must coordinate with their RVM supplier to enable or disable the Donation Option and ensure their internal systems are set up to support the feature. Each retailer must obtain their chosen Beneficiary's consent and agree terms and conditions with them in advance.

### **7. What legal obligations must we comply with when offering this feature?**

Retailers must comply with all applicable laws including anti-money laundering, data protection, and any agreements with the beneficiary charity.

### **8. What are retailers' responsibilities as a compliant DRSI member?**

Retailers must operate the donation feature responsibly, maintain accurate records, pay donations promptly, and ensure clear communication with both consumers and the selected charity.

### **9. What support does Re-turn provide?**

Re-turn will share monthly reporting of total donation amounts through RVMs with retailers. However, Re-turn does not manage individual donations or operations of the feature—this remains the retailer's responsibility.

### **10. Will Re-turn provide best practice guidelines for implementing this feature?**

Re-turn strongly recommends retailers seek its own professional legal, tax and accounting advice before implementing the donation options and ensures robust processes before enabling the feature.

### **11. What happens if a customer disputes a donation made through the RVM?**

Retailers are solely accountable to consumers in the case of disputes. This includes resolving any issues about mistakenly donated refunds.

### **12. How can retailers ensure transparency in the handling of donated funds?**

Retailers can ensure transparency by maintaining detailed records of all donations, providing summaries to the public if desired, and ensuring the full deposit value is passed on to the charity without deductions.

### **13. What are the step-by-step instructions for rollout in my store or business?**

Outlined below is a step-by-step process for activating the donation option on your RVMs

1. Decide to participate.
2. Select and agree terms with a beneficiary.
3. Coordinate with your RVM supplier to enable the feature.
4. Update internal systems and staff training.
5. Display required charity information at the RVM.
6. Start accepting donations and maintain records.
7. Monitor and report on donations made.

**14. How can consumers or retailers provide feedback on the charity feature?**

Feedback can be provided by customers directly to the retailer or through Re-turn's official contact channels, such as their website or customer service teams. Retailers can contact us [retailers@re-turn.ie](mailto:retailers@re-turn.ie)

**15. Is there a cost associated with enabling the donation feature?**

RVM suppliers will provide the update to enable the donation feature on your RVM at a minimal cost. Retailers should coordinate with the RVM supplier to discuss costs.

For more information please contact [retailers@re-turn.ie](mailto:retailers@re-turn.ie) or refer to the terms and conditions [here](#).