

## Frequently asked questions (FAQ) :

1. What is an eco-fee?

Eco-fees, or environmental handling fees, are used to finance the recovery and recycling of regulated products at the end of their life cycle.

2. What is a visible eco-fee?

“Visible” means the eco-fee is added to the product retail price before taxes and will appear on the invoice of the customer. The customer must pay a surcharge at the cash register corresponding to the eco-fee applicable on the covered products.

3. Is the eco-fee, or environmental handling fee, a tax?

No. Eco-fees are not remitted to the government, but go to non-profit organizations that manage the recovery and recycling of regulated products.

4. Is the eco-fee, or environmental handling fee, taxable?

Yes. A visible eco-fee on a customer invoice is added to the product retail price before taxes.

5. What regulated products are covered by an eco-fee and what is the related applicable eco-fee?

The regulated products and their related applicable eco-fee may vary by province. Please refer to the eco-fee table of your province to see the list of covered products and their related applicable eco-fee.

6. Why is RONA charging an eco-fee to its customers?

To comply with provincial laws and finance recovery and recycling programs for the regulated products at the end of their life cycle.

7. Who determines the amount to be charged as an eco-fee?

The organization that manages the recovery and recycling programs of products covered by provincial regulations determines the eco-fee charge used to cover the cost of managing these programs.

8. Why is there an eco-fee update?

The organization that manages the recovery and recycling programs of products covered by provincial regulations determines the changes to be made to the eco-fee according to the recycling costs of the covered products.

As a member of these programs, RONA must comply with this and make adjustments like any other program members.

9. How do we find out about a visible eco-fee update at RONA ?

RONA informs its customers of a visible eco-fee update by using store displays near cash registers or in the aisles featuring regulated products.

10. What does an invoice with a visible eco-fee look like?

Example 1 :

```
RONA HOME & GARDEN
ADDRESS
(418) 111-2222
PROJECT
email: service.90090@rona.ca
web: www.rona.ca
***** OPENING HOURS *****
MONDAY TO FRIDAY 8:00 TO 21:00
SATURDAY 8:00 TO 21:00
SUNDAY 10:00 TO 17:00

2015/10/22 14:44

101-1 CASH-1      0373 5821 021

HAND TRUCKS WHEEL      1H      11.99
10"/BLACK/WHITE
775814801050
ECO FEE                  1H      5.88
5.88
SUBTOTAL                17.87
HST 13% 144758471      2.32
COMPTANT                20.19

*****
YOU COULD WIN
$1,000 IN RONA gift cards!

To participate, answer a short survey
www.opinion.rona.ca

ACCESS CODE:
E0M0582101SHTE

Last day to fill out the survey:
1/11/2015
*****

4536631 Canada Inc. (RONA 05505)

Count of items sold:      2

THANK YOU!

2015/10/22 14:44
V19.2
```

11. Where can we recycle products covered by an eco-fee?

It is possible to recycle paint, lamps and batteries in most of our stores across Canada. To find out if your store recycles these products, refer to the service counter or visit <http://www.rona.ca/en/find-a-store> in the recycling service section of your store.

For other covered products, visit your provincial recycling program's website for more information on drop-off points.

12. Are eco-fees refundable if the customer returns the product?

Yes. If a customer buys a product at RONA and returns it according to the applicable policy, the eco-fee will be refunded for this product.

13. Who can we contact for any questions concerning an eco-fee at RONA?

For any questions regarding an eco-fee at RONA, RONA's customers can contact customer service at 1-866-283-2239 or write to [customerservice@rona.ca](mailto:customerservice@rona.ca).