



---

**Altro USA, Inc.**  
80 Industrial Way  
Suite 1  
Wilmington, MA 01887

 800 377 5597  
 978 694 0433  
 support@altro.com  
 [www.altro.com](http://www.altro.com)

## Altro Smart Collect

*Effective date: 3/4/2024*

### Program rules and guidelines

For a successful and efficient recycling process, it's imperative for all participants of Altro Smart Collect to adhere to the following rules and guidelines:

1. Altro bags for off-cut collection:
  - Altro provides bags at no cost to customers. Bags provided have a maximum weight capacity of 2,000 lbs. These provided bags will be the only bags accepted. Bags must be in good condition and weighing at least 750 lbs to be accepted. For additional bags, customers can contact their local Altro representative or call 800-377-5597.
2. Drop off procedures:
  - Bag drop-offs can be arranged on a will-call basis. To schedule a drop-off, customers should contact Altro customer service at 800-377-5597 to coordinate a time at a local Altro office.
3. Eligible products:
  - Only off-cuts of the following Altro products can be recycled under the Altro Smart Collect program:
    - Altro Operetta
    - Altro Serenade
    - Altro Wood
    - Altro Wood Acoustic
    - Altro Cantata
    - Altro Wood adhesive-free
    - Altro Lavencia
    - Altro Symphonia

**Important note: Altro safety flooring cannot be recycled at this time.**

4. Material eligibility:
  - No previously installed material may be recycled or used. Materials should be free from contaminants, including but not limited to tape, adhesive, underlayments, and subfloor remnants.
5. Reward processing and redemption limit:
  - Reward credits will be processed within 5 business days upon receipt of recycled materials.
  - A maximum of 10 rewards may be redeemed in one calendar year.
  - For any inquiries or assistance, please contact Altro customer service at 800-377-5597