



# Recovery of used products

Furniture / Toys /  
DIY / Gardening  
Information guide

20/06/2023



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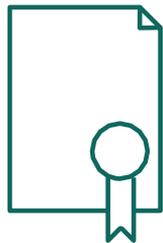
- Services -

# 1

## Context



# Why is it important to promote the reuse and recycling of used items?



## Legislation

**Decree no. 2020-1455**  
of 27 November 2020  
on the reform of  
Extended Producer  
Responsibility (French  
Anti-Waste Act for a  
Circular Economy).



## Customers

Demand from  
consumers who want a  
turnkey solution for their  
projects.



## Environment

The best waste is waste  
which is never produced,  
hence the importance of  
reusing and repurposing  
used items.



## Social

Social and Circular  
Economy organisations  
support struggling  
populations.

# Eco-mobilier becomes Ecomaison, the only producer responsibility organisation for all household needs

## ► About us

- We are a non-profit organisation approved by the French State and funded by eco-fees paid by consumers

### Our mission

To collect and recover used household items and materials and offer them a second life, by recycling them or using them as a source of energy

## ► Our sectors of activity



Materials



DIY



Gardening



Furniture



Bedding



Toys



Decorative  
textiles



# An extension of the scope

10 years of  
experience already



Foundation of  
Eco-mobilier

2011



Certification  
for duvets, pillows, cushions,  
sleeping bags

2018



Certification  
for used furniture and  
bedding

2012

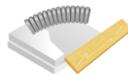


Certification  
for toys and games

2022



Certification for DIY and gardening  
products



Certification for Construction  
and Building Products and  
Materials



Certification for furniture textiles

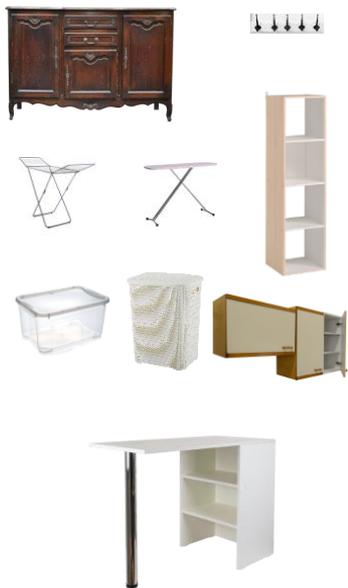


ecomaison

Deployment of  
recycling collection  
solutions for  
**all household items  
and materials**

# FURNITURE Product scope

## STORAGE



## SEATING



## SLEEPING



## ORGANISING



Extension of the scope to include decorative textiles: curtains, net curtains, carpets, mats, removable carpets

# TOYS

## Product scope

### TOYS



### OUTDOOR GAMES



### BOARD GAMES



### PARTY FAVOUR TOYS



# DIY and gardening products

## ► Three producer responsibility organisations to cover the entire scope



### CATEGORY no. 1

Painting tools



### CATEGORY no. 2

Combustion-engine powered machinery and equipment



### CATEGORY no. 3

DIY equipment



### CATEGORY no. 4

Products and equipment for garden upkeep and landscaping

# DIY / GARDENING Product scope

## DIY EQUIPMENT, INCLUDING HAND TOOLS



## FLOWER POTS AND GROWING CONTAINERS



## GARDEN UPKEEP AND LANDSCAPING



## TARPAULINS



# BUILDING Product scope

Under the regulations, the Construction and Building Products and Materials sector is composed of two categories: inert and non-inert materials. To provide you with a global solution, we have partnered with Ecominéro, specialists in inert substances.

## ▶ PRODUCTS CONCERNED

Building Products and Materials are divided into 15 sections corresponding to the nomenclature used by distributors and wholesalers.

1. Construction materials and products



2. Roadways – various networks



3. Structure, masonry, civil works, framework



4. Roofing and sealing



5. Joinery



6. Insulation



7. Partitioning and suspended ceilings



8. Façades



9. Coatings for floors and walls



10. Hardware



11. Paint and maintenance products  
Glues and treatments



12. Bathroom and kitchen sanitary equipment  
(excl. furniture)



13. Electricity



14. Heating



15. Gardening products



# 2

## Regulatory obligations

Basic description



# General principles



**Organise recovery**  
at no cost to  
the customer



**Inform** each customer  
before purchase  
of your recovery  
procedures

## PLEASE NOTE

Recovery conditions  
vary according to:

- the Extended Producer Responsibility (EPR) channel,
- the retail space devoted to the items concerned,
- the delivery turnover for the product concerned, and
- the size of the product to be received.

# Product scope

				
Large DIY stores	✓	✓	?	✓
Building trades	✗	✓	✗	✓
Hardware stores	✗	✓	✗	✗
Agricultural self-service stores	✗	✓	✗	✗
Toy specialists: - Independent stores - Specialist supermarkets	✗	✗	✓	✗
Garden centres	✓	✓	✓	✗
Food supermarkets				✗
Fast food restaurants / corporate gifts	✗	✗	✓	✗
Online and marketplace distributors	✓	✓	✓	✗
Furniture and bedding stores	✓	✗	✗	✗

Key :



Seasonally



Potentially, according to legal thresholds, for in-store or on-delivery recovery



Generally not



Very marginally

# Obligation to recover used products

	DEFINITION	FURNITURE as of 1 January 2022	DIY / GARDENING / TOYS as of 1 January 2023	PLEASE NOTE
<b>1:1 Recovery</b> 	<b>Recovery of an equivalent product free of charge with the purchase of a new product:</b> <ul style="list-style-type: none"><li>• in store</li><li>• for sales with delivery, including distance sales</li></ul>	<b>For sales without delivery</b> Surface area between 200 m <sup>2</sup> and 1,000 m <sup>2</sup> <b>For sales with delivery</b> Annual turnover excl. VAT related to these products ≥ €100,000: <ul style="list-style-type: none"><li>• at the place of delivery, or</li><li>• at the collection point</li></ul>	<b>For sales without delivery</b> Surface area between 200 m <sup>2</sup> and 400 m <sup>2</sup> <b>For sales with delivery</b> Annual turnover excl. VAT related to these products ≥ €100,000: <ul style="list-style-type: none"><li>• at the place of delivery, or</li><li>• at the collection point</li></ul>	If a store sells products from several categories (e.g. furniture, toys, DIY products), an analysis must be carried out separately per dedicated retail space, for each category of products concerned.
<b>1:1 &amp; 1:0 Recovery</b> 	<b>Recovery free of charge of products equivalent to those sold by the store, with no obligation to purchase a new product</b>	<b>For sales without delivery</b> Surface area > 1,000 m <sup>2</sup>  * For decorative textile items: recovery obligations under the same conditions as all 11 other product categories since 1 January 2023	<b>For sales without delivery</b> Surface area between 400 m <sup>2</sup> and 1,000 m <sup>2</sup> : <ul style="list-style-type: none"><li>• for products whose external dimensions are all less than 160 cm, AND</li><li>• whose transportation does not require equipment</li></ul> <b>For sales without delivery</b> Surface area greater than 1,000 m <sup>2</sup> : <ul style="list-style-type: none"><li>• recovery without conditions</li></ul>	

# Obligation to recover used products

## ► Sales without delivery

### SALES WITHOUT DELIVERY



According to the criteria for retail space and product dimensions previously defined

### RECOVERY CONDITIONS



Customer information

*In compliance with safety conditions and for products equivalent to those sold*



Recovery with or with no obligation to purchase

### IN-STORE RECOVERY



### RECOVERY AT ALOCAL COLLECTION POINT



For example, a charity/association or local business

### PLEASE NOTE

Ecomaison is supporting its members both by establishing in-store collection services and by developing a network of local collection points (see section 3 of this document).

# Obligation to recover used products

## ► Sales with delivery

Whether a sale with delivery is made in-store or online, the 1:1 (one-for-one) recovery obligation applies to:

- distributors offering these products for sale with delivery, and
- distributors whose associated annual turnover is greater than €100,000 for each category: furniture, toys, DIY and gardening products.

### SALE WITH DELIVERY



Annual turnover from **products delivered greater than €100,000**

### RECOVERY CONDITIONS



Information shared with the customer



Equivalent item

*In compliance with safety conditions and for products equivalent to those sold*

### RECOVERY AT POINT OF DELIVERY



At the place of delivery, according to the defined terms:  
at home, at the foot of the building, etc.

### RECOVERY AT A LOCAL COLLECTION POINT



For products that can be transported without equipment

### PLEASE NOTE

Ecomaison is supporting its members by establishing services for managing products recovered by their delivery agents, and by developing a network of local collection points (see the "Expand your services by becoming a collection point" page).

# Obligation to recover used products

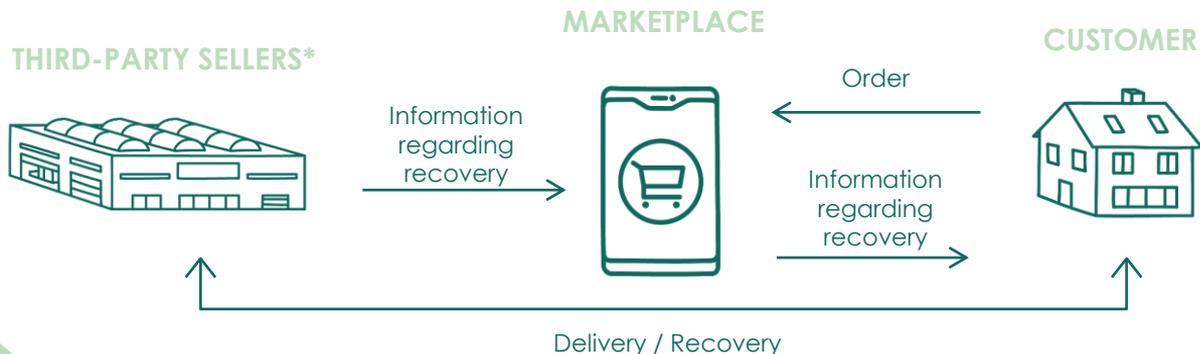
## Marketplace

### - THIRD-PARTY SELLER\*

- Organises recovery at no cost to the customer buying an equivalent product.
- Must first inform the marketplace of its recovery conditions.

### - MARKETPLACE

- Informs the customer of the possibility of recovery free of charge and the third party seller's associated conditions of recovery.



### PLEASE NOTE

If the third-party seller does not meet its recovery obligations; these obligations revert to the marketplace, which is then responsible for organising recovery.

\* Companies concerned: if their annual turnover from products subject to EPR with delivery is greater than €100,000

# Recovery at a local collection point

## ► Sales without delivery

When a sale is made in-store and without delivery, the used products must be recovered at the point of sale or at a location in the **immediate vicinity**.

## • Sales with delivery

When the sale is made with delivery, the used products must be recovered **at the point of delivery**, or at **a local collection point**, which the distributor must pay for and organise **in the case of products that can be transported without equipment**, or by providing a return service free of charge to the owner of the item, such as a **postal service** or equivalent, **where permitted by the characteristics of the used products**.

### PLEASE NOTE

Waste disposal centres are not collection points in the context of mandatory recovery. Under no circumstances may distributors refer their customers to waste disposal centres to organise 1:1 or 1:0 recovery.

# Excerpts from regulations 1/2

## Decree no. 2020-1455 of 27 November 2020

### on the reform of Extended Producer Responsibility

#### ► Customer information

##### Art. R. 541-163:

The end user must be informed of the recovery conditions at the point of sale, before the sale is concluded, in a visible, legible, and easily accessible manner.

#### ► Sale without delivery

##### Art. R. 541-161:

When a sale is made in-store and without delivery, the used products must be recovered at the point of sale or at a location in the immediate vicinity.

#### ► Sale with delivery

##### Art. R. 541-161:

When the sale is made with delivery, the used products must be recovered at the point of delivery, or at a local collection point, which the distributor must pay for and organise in the case of products that can be transported without equipment, or by

providing a return service free of charge to the owner of the item, such as a postal service or equivalent, where permitted by the characteristics of the used products. The used product may be returned directly to a waste prevention or management operator under contract with a producer responsibility organisation approved for this product category, where this is offered by the latter.

#### ► Conditions for refusing a recovery

The distributor may refuse to recover the used product if, due to contamination or incorrect handling, it presents a risk to the health and safety of the staff responsible for recovery, which cannot be prevented by conventional personal protective equipment or standard packaging methods provided by the producers or their producer responsibility organisation pursuant to Article R. 541-165. In this case, the distributor is required to inform the owner of the rejected used product of alternative recovery options.

## Decree no. 2020-1455 of 27 November 2020 on the reform of Extended Producer Responsibility

### ► FURNITURE

#### Art. R. 541-160.

The thresholds for retail space or turnover as of which recovery obligations apply are as follows:

With regard to the furniture items referred to in paragraph 10 of Article **L. 541-10-1**:

- the recovery obligations provided for in part I of Article **L. 541-10-8** apply to distributors with a dedicated retail space of at least 200 m<sup>2</sup> for these products in sales outlets, and to distributors who offer these products for sale with delivery and whose turnover from these products is greater than €100,000;
- those provided for in part II of the same Article apply to distributors with a retail space of at least 1,000 m<sup>2</sup> devoted to these products in sales outlets;

### ► TOYS / DIY / GARDENING

f) With regard to toys, sports, and leisure items, as well as DIY and gardening products referred to respectively in paragraphs 12, 13, and 14 of Article **L. 541-10-1**:

- the recovery obligations provided for in part I of Article **L. 541-10-8** apply to distributors with a dedicated retail space of at least 200 m<sup>2</sup> for each of these categories of products in retail outlets, and to distributors who offer these products for sale with delivery and whose turnover from these products is greater than €100,000;
- those provided for in part II of the same Article apply to distributors with a retail space of at least 400 m<sup>2</sup> devoted to these products in retail outlets. However, this obligation is limited, for retail outlets whose retail space remains below 1,000 m<sup>2</sup>, to used products whose external dimensions are all less than 160 cm and whose transportation does not require equipment.

# Obligation to recover used products

## ► By dedicated sector and sales channel

Building distributors are concerned in the case of sales without delivery made with retail spaces greater than 4,000 m<sup>2</sup> for the products concerned (storage included in the surface area).

	DEFINITION	BUILDING SECTOR <small>applicable as of 1 January 2024</small>
<b>1:1 recovery</b> 	<b>Recovery free of charge of products</b> equivalent to those sold by the store, with no obligation to purchase a new product.	<b>Sales and storage space greater than 4,000 m<sup>2</sup></b>

IN 2023

- **Financial support** for distributors who have already set up a recovery solution.
- **Organisation of operational tests** for setting up the recovery service in store.

**Are you a member of an integrated network?** We invite you to contact the head office of your chain.

**Are you an independent operator or a franchisee?** Contact us directly.

### PLEASE NOTE

If a store sells products from several categories (e.g. furniture, toys, DIY and gardening products), an analysis must be carried out separately per dedicated retail space, for each category of products concerned.

## Decree no. 2021-1941 of 31 December 2021 on Extended Producer Responsibility for Construction and Building Products and Materials

### ► Recovery of Construction and Building Products and Materials

Chapter I, Title IV, Book V of the regulatory section of the French Environmental Code is amended as follows:

1. The following words shall be added to the end of Article R. 541-159: "as well as the construction and building products and materials as referred to in paragraph 4 of Article L. 541-10-1";

2. Article R. 541-160 is supplemented by a part g), as follows:

"g) With regard to the construction and building products and materials as referred to in paragraph 4 of Article L. 541-10-1, the waste recovery obligations provided for in part II of Article L. 541-10-8 apply to distributors whose retail space exceeds 4,000 m<sup>2</sup>, the retail space being defined as all areas dedicated to the sale of construction and building products and materials, including adjacent or immediate storage areas intended for the supply of these products and materials to customers."

## Order of 10 June 2022 containing specifications for producer responsibility organisations, individual systems, and coordinating bodies of the Extended Producer Responsibility channel for Construction and Building Products and Materials

### ► Gradual entry into force of the obligation to recover waste free of charge

#### Recovery of waste from joint collection provided for in point B, paragraph 1, part I of Article R. 543-290-4 and other residual mixed waste

The producer responsibility organisation may decide to defer until 1 January 2024 the acceptance of waste from the joint collection provided for in point B, paragraph 1, part I of Article R. 543-290-4 with regard to the flows specified in the first section of Article D. 543-281, and until

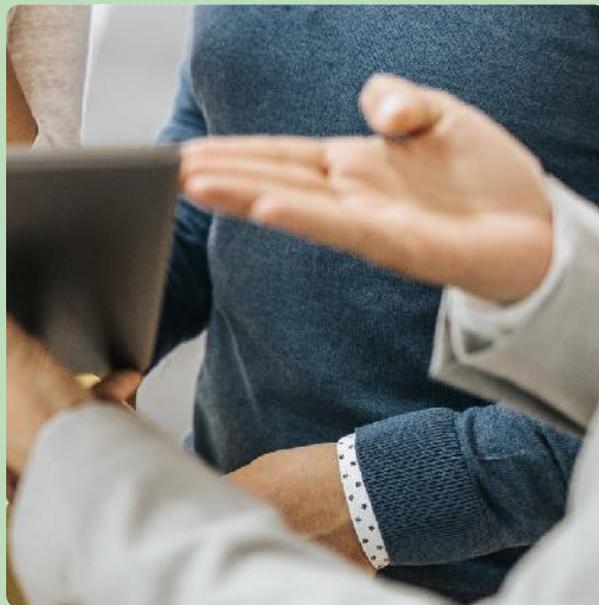
1 January 2025 for non-hazardous building waste, other than that from the flows referred to in Article D. 543-281 and collected separately from these flows. It shall nevertheless provide measures intended to try out procedures for the joint collection of such waste as of 1 January 2023.

For application of Article 4 of **Decree no. 2021-1941** of 31 December 2021, acceptance by the producer responsibility organisation of construction and building product and material waste collected by distributors of construction and building products and materials pursuant to Article **L. 541-10-8** shall apply as of such time as at least one producer responsibility organisation proposes a standard contract for waste that has been jointly collected, as provided for under point B, paragraph 1, part I of Article R. 543-290-4. However, where construction and building product and material waste is recovered in accordance with the separate collection procedures provided for under point A, paragraph 1, part I of Article R. 543-290-4 with regard to the flows specified in Article D. 543-281, the producer responsibility organisation shall be required to cover the costs of this recovery and to ensure its subsequent transportation and processing as of 1 January 2023 at the latest.

# 3

## Ecomaison services

Basic description



# Our services at your disposal\*

## 1. Understanding the obligations



### Self-diagnostic tool

Identifying your recovery obligations

### Information guide

Presentation of the regulations and services offered by Ecomaison

## 2. Setting up the recovery service



### Collection services

In-store collection containers

Collection of used products for reuse or recycling

PRO card

Deposit pass

## 3. Communicating with customers



### Store signage & seller information

Seller memos

Posters

Leaflets

Totems

### Digital kits

Content for your websites

Social media posts

## 4. Promoting reuse



### Partnerships with Social and Circular Economy organisations

Connections

Donation platform

## INFORMATION

The services currently available for Furniture will be available for the Toys, DIY and Gardening sectors at the end of 2022, and for the Building sector in the course of 2023.

# 1. Understanding the obligations

## ► Self-diagnostic tool

### USE:

A **simple** and **convenient online tool**

By answering a few questions, discover **your regulatory obligations** for each sector managed by Ecomaison.

Then **order collection containers and communication tools** (information and training documents, turnkey texts, posters, etc.) to meet your needs.



The screenshot shows the Ecomaison website interface for a self-diagnostic tool. At the top left is the Ecomaison logo. The main heading is "L'auto-diagnostic de la reprise : Quelles obligations ? Quelles solutions ?". Below this is a banner for "Eco-mobilier devient l'éco-organisme de la maison" with icons for furniture, toys, DIY, and gardening. The first question is: "1. Pour être informé de l'évolution de nos solutions de collecte et de la réglementation, vous pouvez nous communiquer votre adresse email." Below the question is an "Email" label and a text input field. The second question is: "2. Quel type de vente proposez-vous ?". Below this are three radio button options: "De la vente à emporter et à la livraison", "Vente à emporter uniquement", and "Vente en livraison uniquement".

## 2. Setting up the recovery service

### ► In store or on your delivery partner's premises

Ecomaison offers the following services to your stores and delivery agents to support you operationally in the collection of your customers' used furniture, bedding, and mattresses.

CUSTOMER  
DROP-OFF



OR

RECOVERY  
UPON  
DELIVERY



#### Small volumes

##### PRO card

- For regular monthly volumes **of less than 20 m<sup>3</sup>**
- **Free access to over 2,500 partner points** for direct deposit
- **Electronic card** - Practical and easy to use

##### Deposit pass

- **For one-off needs**
- **For small volumes (< 20 m<sup>3</sup>)**



#### Large volumes

##### Dedicated skip

- For monthly **volumes exceeding 30 m<sup>3</sup>**
- Located in a secure area that is not accessible to the public, but is accessible to lorries
- For furniture and bedding only (no cardboard, packaging waste, pallets, polystyrene, plastic, etc.)



#### Local collection point

- Network in continuous development
- Located near the store
- Development of reuse
- Recovery under the conditions of the French Anti-Waste Act for a Circular Economy
- Concept varies according to type of items recovered

## 2. Setting up the recovery service

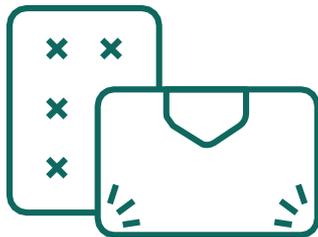
### ► Special considerations for mattresses

#### The benefits of bags for mattresses and bed bases



#### Compliance

with health and safety regulations



#### Suitable for all situations

Two sizes of bags for single and double mattresses



#### Guaranteed recycling

Ecomaison gives mattresses a second life

#### Provision of bags for mattresses and bed bases

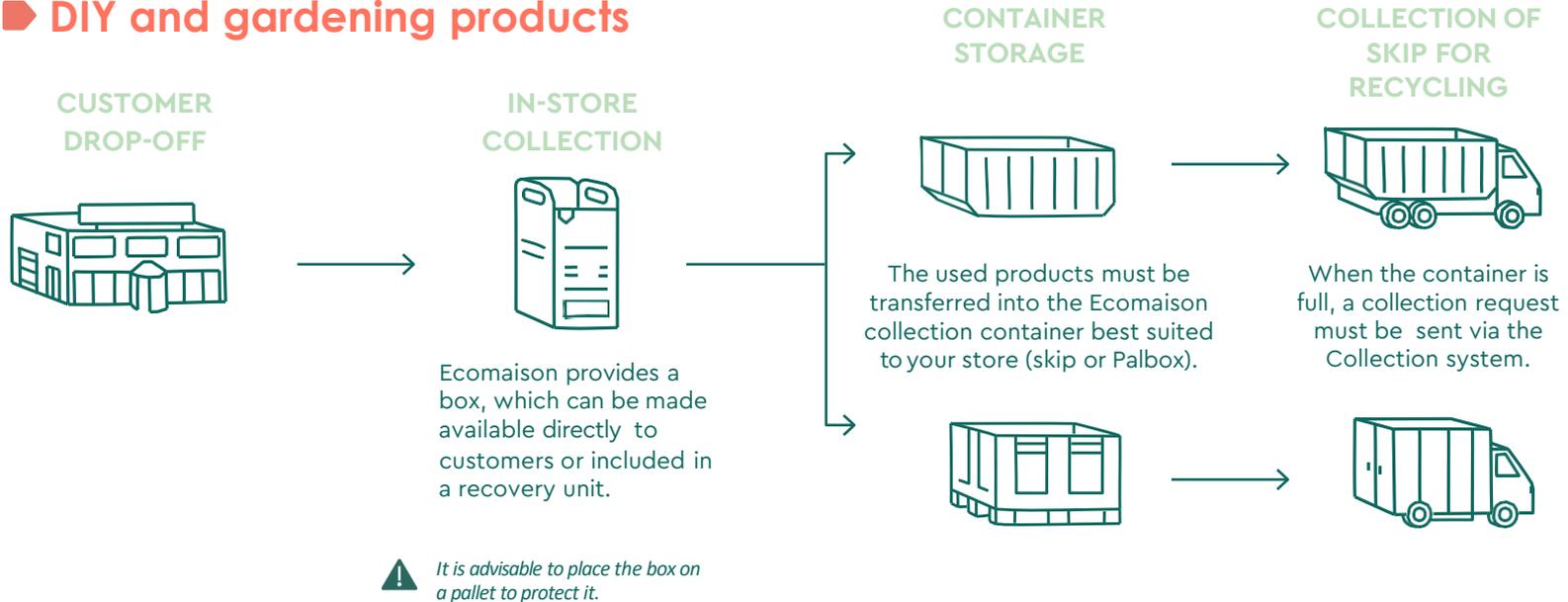
For your customers, to protect your delivery drivers and guarantee recycling

#### Collection dedicated to used bedding

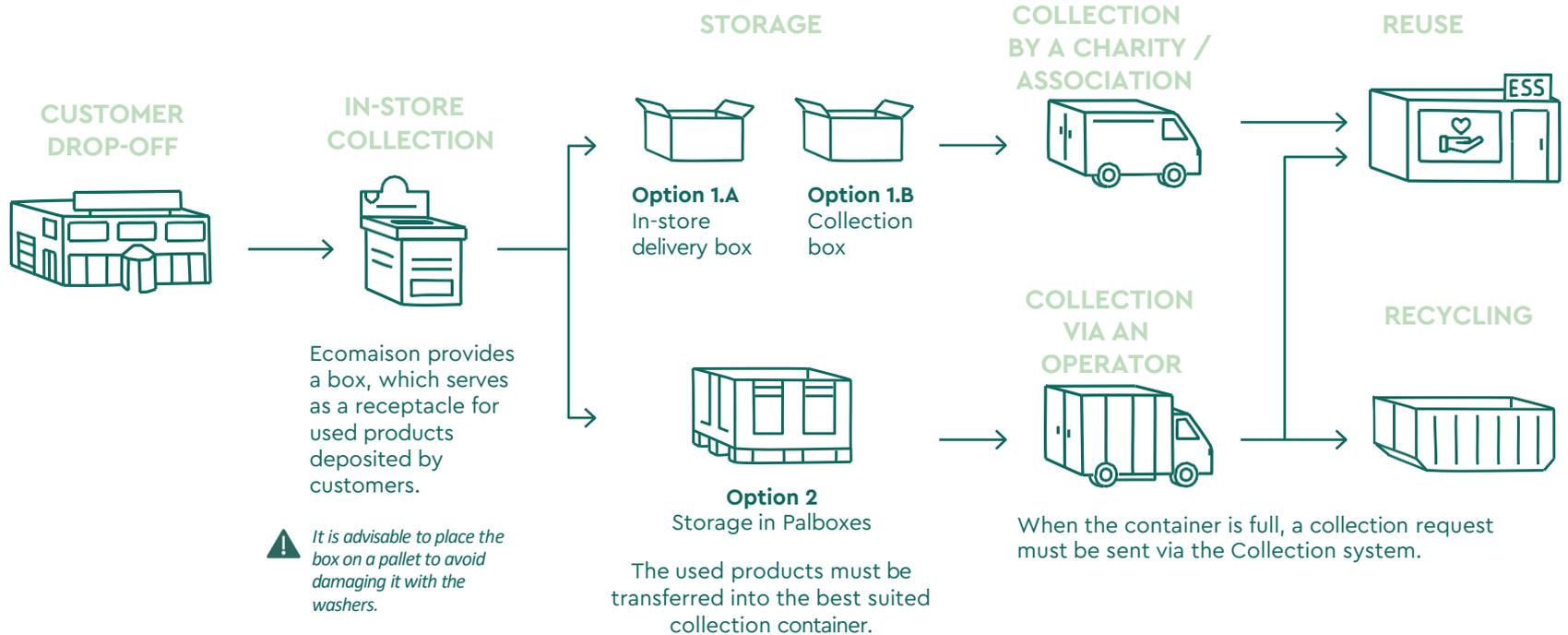
Bagged items to be placed in the Ecomaison skip  
Ecomaison

## 2. Setting up the recovery service

### ► DIY and gardening products



## 2. Setting up the recovery service



## 2. Setting up the recovery service

The introduction of recovery procedures for Construction and Building Products comes into force on **1 January 2024**.

► **For this purpose, each store will need to address the following questions:**

What kind of sorting systems must you set up?  
What kind of containers must you use?

How can you pool flows within the Ecomaison scope (furniture, DIY, gardening, building, and toys)?

Where and how do you set up the recovery area?

Which service provider should you choose?

What financial support can you obtain?

### IN 2023

#### **For retailers having already established the recovery service:**

Ecomaison provides financial support towards its members' expenses.

#### **For retailers required to organise the recovery service:**

Ecomaison offers you assistance by financially supporting the implementation of the recovery service, as well as by providing a range of services and tools: help with setting up a recovery area, in-store team training, and day-to-day management tools.

# 3. Communicating with customers\*

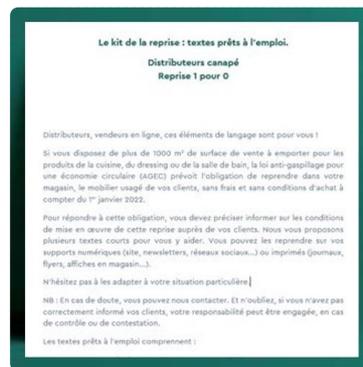
To train your employees and inform your customers, discover all our tools, delivered free of charge on all of your sites or available to download.



## Store signage

To raise customer awareness and ensure long-term visibility of information, order the free kit:

- 40 x 60 cm posters
- Leaflets, in A5 format, in batches of 250
- Seller memos



## Digital kits

Provision of content:

- Key messages
- Articles: brief + article
- Suggested posts for your social media
- FAQs



## Examples of general terms and conditions of sale

Ecomaison provides you with examples of general terms and conditions of sale for 1:0 and 1:1 recovery obligations.



\* Communication tools may vary depending on the sectors concerned.

## 4. Promoting reuse



### Connections

Ecomaison works with 550 Social and Circular Economy organisations to promote reuse in France. We offer partnerships to make your customers' used items or unsold items available to them.



### Support for Social and Circular Economy organisations

If you already have a partnership with an organisation of this kind, we invite you to provide its contact details so that we can support it.



### Donation platform

Ecomaison has created a donation platform, making it easy to offer your unsold items to Social and Circular Economy organisations, in full compliance with regulations.

# Expand your services by becoming a collection point

## ► Become a local collection point

Receive used products from our various EPR channels.

The products will then be collected by our Ecomaison partners to be reused or recycled.

## ► Enhance your visibility

Your store will then be listed on our sites and GPS maps.

## ► Develop environmentally-focused services

Contribute to the circular economy in the local area.

## ► Grow in-store traffic

Attract new users.

### REQUIRED STEPS

- 1• Join Ecomaison
- 2• Create your Collection system account
- 3• Sign the contracts and accept the terms and conditions of use
- 4• Order your containers and communication tools via your Collection system account

For any questions or assistance, our team can advise you on  
**+33(0) 175 446 000 (charged at €0.05 per call + cost of call)**



ecomaison

**Thank you**



## For more information

Discover all the relevant documentation on the Extranet under the "Useful documents" tab

Follow our news on our website and our social media



[Ecomaison.com](https://ecomaison.com)

## Need help?

Call us

**+33(0) 175 446 000**

(charged at €0.05 per call + cost of call)

Write to us at [contact@ecomaison.com](mailto:contact@ecomaison.com)