CLOSE THE LOOP

Important Program Update:
Free Courier Collections Now Available in 3,600+ Suburbs

Close the Loop has made some important updates to cartridge bag & battery box collections. These changes will make recycling easier, more reliable, and more sustainable for your business.
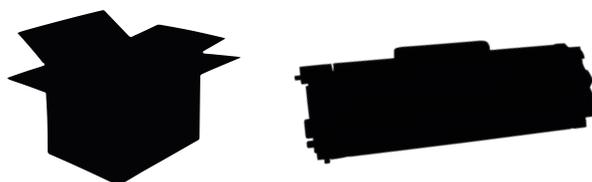
What's Changing (from July 2025)

- 3,600+ regional suburbs are now eligible for free courier pickup (no more AusPost drop-offs in these areas).
- In eligible areas - all new bags ordered will feature an eLoop courier label (no more Australia Post labels).
- Australia Post will not accept eLoop-labelled bags/boxes, all returns must be booked via the portal or through customer service.
- Existing AusPost-labelled bags are still valid, they will also be accepted by eLoop when you book a pickup.
- ACT customers are now fully serviced by eLoop.
- No changes to NT or remote areas, AusPost drop off returns will continue as usual.

Why the Change?

Shifting to eLoop helps us:

- Improve tracking & reliability of collections
- Provide more convenient pickups for customers
- Increase program engagement
- Reduce costs & keep the program sustainable for the long term

Practical How-To's

How to Return Your Bags or Battery Boxes

Step 1: Check your collection method
Scan the QR code or log in to the portal and use the Collection Eligibility Tool on the homepage. Check your site address to see if you qualify for free courier pickup or require AusPost drop-off.

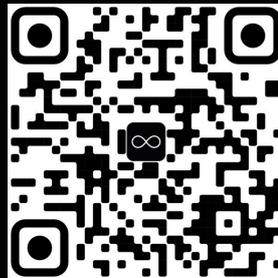### Step 2a: If eligible for courier pickup
Book your free collection through the portal.

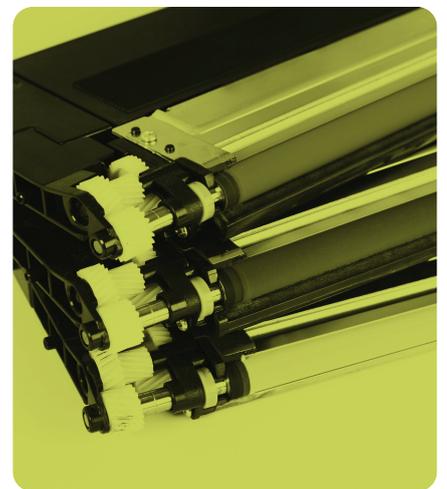### Step 2b: If you're in an AusPost return area
Drop your bag or box - with the pre-applied AusPost label - at your nearest post office (still free of charge).

Need Support?

- Log in to the Close the Loop portal
- Scan the QR code
- Contact customer support at info@closetheloop.com.au or 1800 24 24 73

Scan to check return method

Thank you for supporting responsible recycling.

Together, we're making it easier to recycle and close the loop.