

**Fact sheet 4 – Description and features of Consignaction return sites**

Name	Zone Consignaction spaces	Consignaction	Consignaction+
<b>Type of return site</b>	Return points for redeemable beverage containers at retailers	Establishment dedicated exclusively to returns of redeemable beverage containers	Establishment dedicated exclusively to returns of redeemable beverage containers
<b>Target user group(s)</b>	Citizens	Citizens	Citizens, industrial, commercial and institutional (ICI) customers, establishments offering on-site consumption
<b>Opening hours</b>	Same as the retailer's	Monday, Tuesday, Wednesday, Saturday and Sunday, 8 a.m. to 6 p.m. Thursday and Friday, 8 a.m. to 7 p.m.	
<b>Shared features</b>		Return sites: <ul style="list-style-type: none"> <li>– Easy to locate and clearly identified with the Consignaction brand colours</li> <li>– Air-conditioned</li> <li>– Accessible by persons with reduced mobility</li> </ul>	
<b>Services available</b>	– Single-unit returns: next-generation reverse vending machines	– Single-unit returns: next-generation reverse vending machines – Express returns: bag drop of unsorted containers	– Single-unit returns: next-generation reverse vending machines – Express returns: bag drop of unsorted containers – Bulk returns: drop-off of very large quantities of unsorted containers
<b>Location</b>	At participating retailers	Return sites will be located less than 1 km from a targeted retailer, except in the case of a grouping.*	
		All return sites will be easily accessible and located along the most common grocery-shopping routes.	
<b>Description of equipment</b>	- Next-generation reverse vending machines that crush glass and compact other materials: aluminum, plastic and multi-layer carton	– Next-generation reverse vending machines	– Next-generation reverse vending machines – Conveyor and high-efficiency machine that sorts and counts containers – High-efficiency machine that sorts and counts hundreds of containers in minutes
<b>Volumes</b>	Small volumes: fewer than 2.5 million containers/year	Medium volumes: 2.5 to 7 million containers/year	Large volumes: more than 10 million containers/year

Name	Zone Consignation spaces	Consignation	Consignation+
<b>Refund method</b>	Currently: – Cash** – Deduction on purchase invoice  As of March 1, 2025: – Cash** – Deduction on purchase invoice – By secure electronic means for users of the mobile app	Once open: – Single-unit returns (reverse vending machines): <ul style="list-style-type: none"> <li>○ Cash**</li> <li>○ By secure electronic means for users of the mobile app</li> </ul> – Express returns: <ul style="list-style-type: none"> <li>○ By secure electronic means within 7 working days for users of the mobile app</li> </ul>	Once open: – Single-unit returns (reverse vending machines): <ul style="list-style-type: none"> <li>○ Cash**</li> <li>○ By secure electronic means for users of the mobile app</li> </ul> – Express returns: – By secure electronic means within 7 working days for users of the mobile app – Bulk returns: <ul style="list-style-type: none"> <li>○ By secure electronic means within 7 working days for users of the mobile app</li> </ul>

\*Grouping: Several retailers may group together to fulfil their obligations under the regulation, provided that their group has obtained prior approval from the QBCRA. In densely populated urban areas, a retailer must be located less than 1 km from a group site to be part of that group.

\*\*Under the regulation, the customer must be refunded the deposit amount in cash if they request it.