

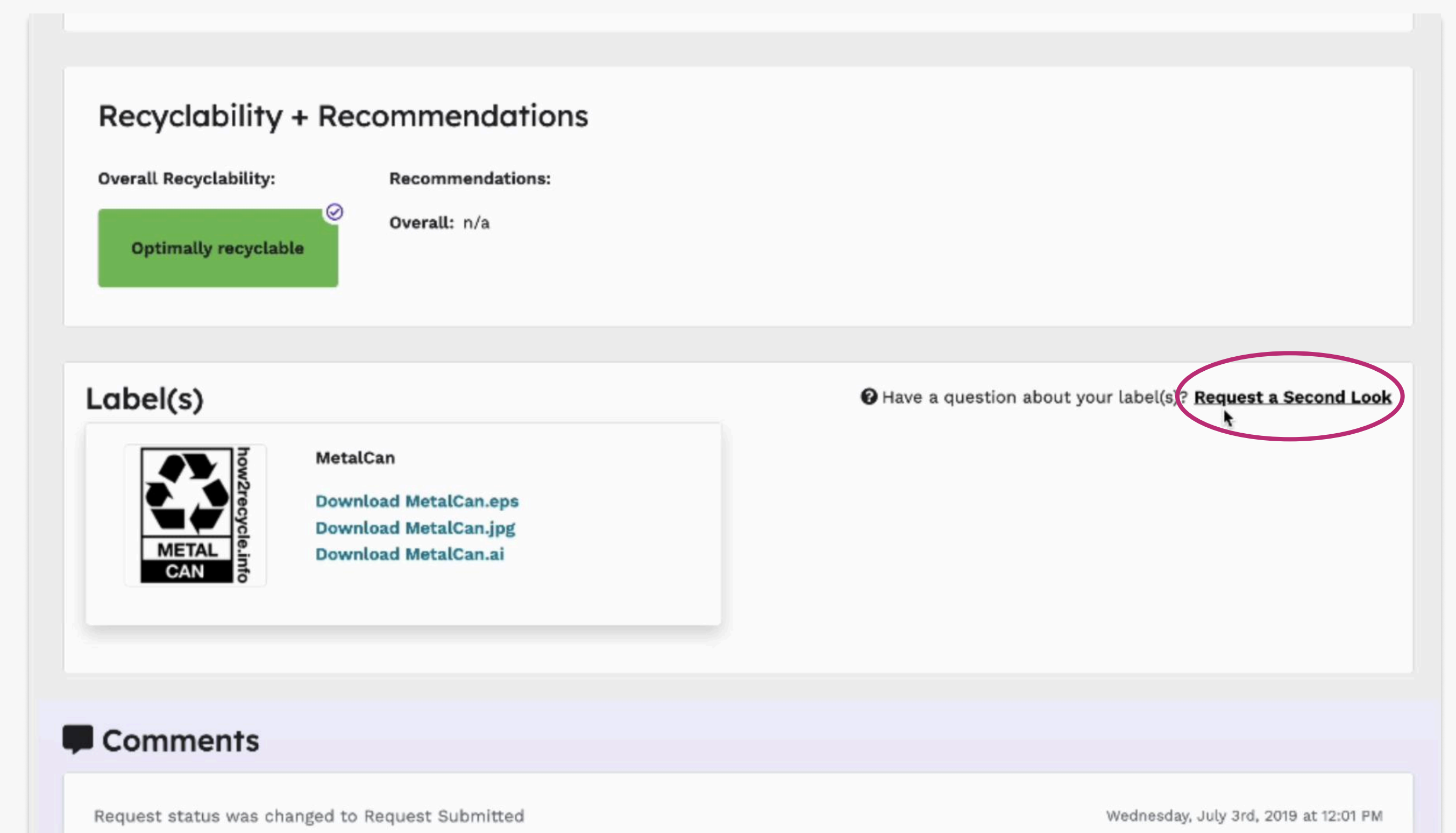
# How2Recycle: Get a Second Look at Your Label

Want us to double-check your How2Recycle label assignment? We've updated the process for requesting a 'Second Look.' The form is now built into the Member Platform and will be linked to the label request. You can follow the steps below to get your label assignment a Second Look.

## Step 1: Hit "Request"

To request that your label designation be double checked, a How2Recycle label and recyclability feedback must already be assigned. There are two stages in the label process where you can request a Second Look, the Proof Needed or Approved stages.

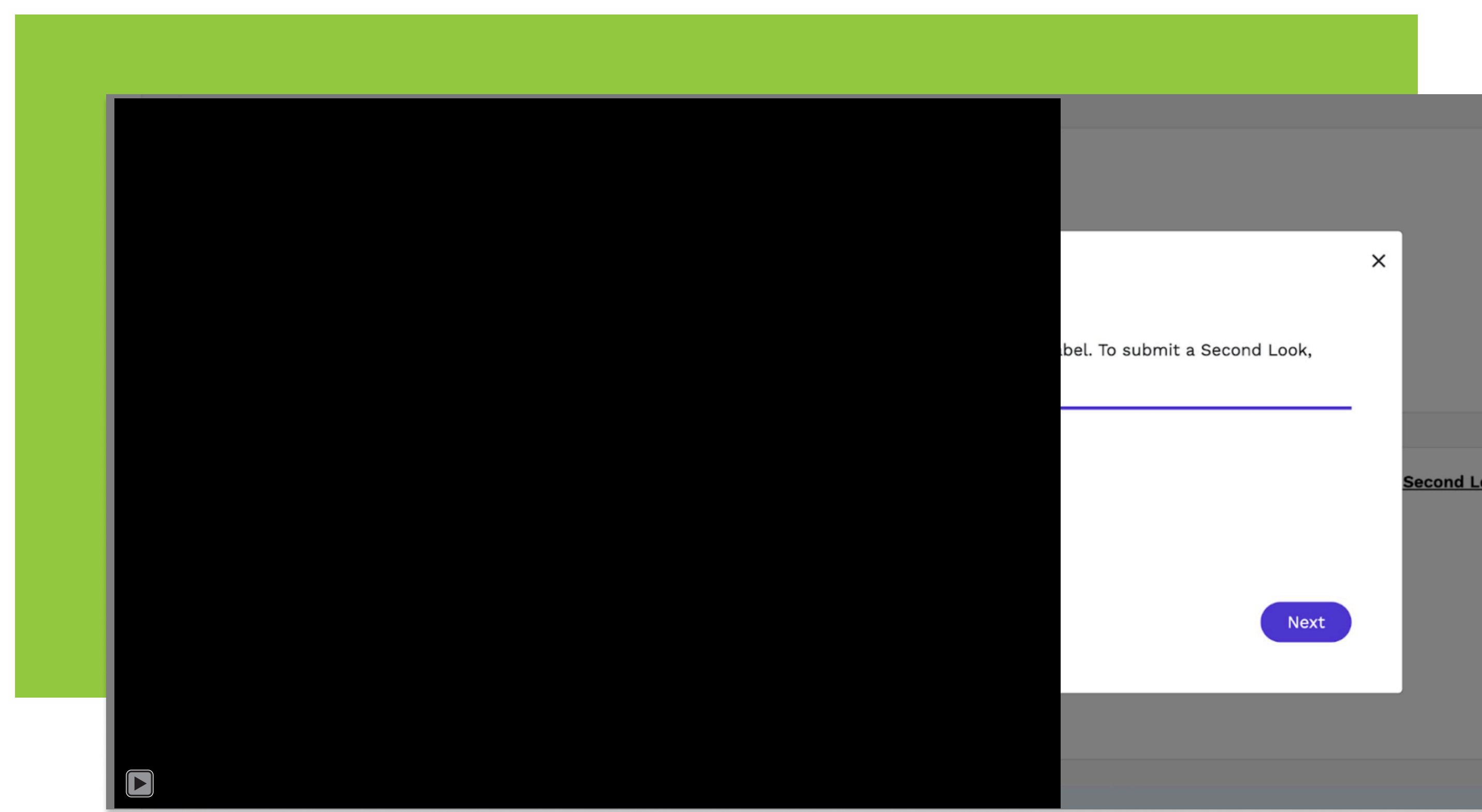
To request a Second Look at either stage, first scroll down to the assigned label. Then, click 'Request a Second Look' and you will be guided through a series of questions.



## Step 2: Answer Second Look Questions

Once you select "Request a Second Look," you will be prompted to answer a series of questions about your label so that we know how to best help you.

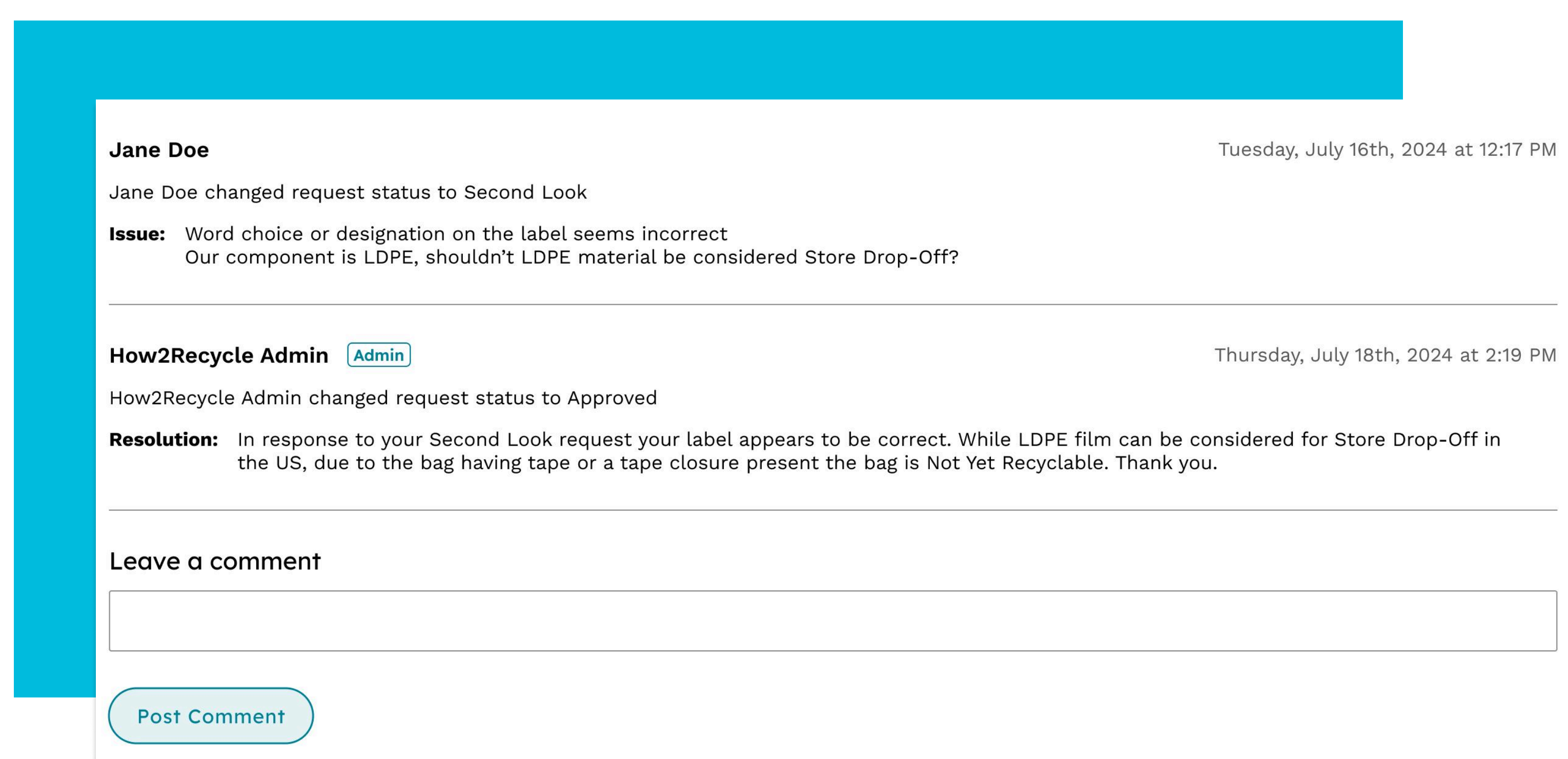
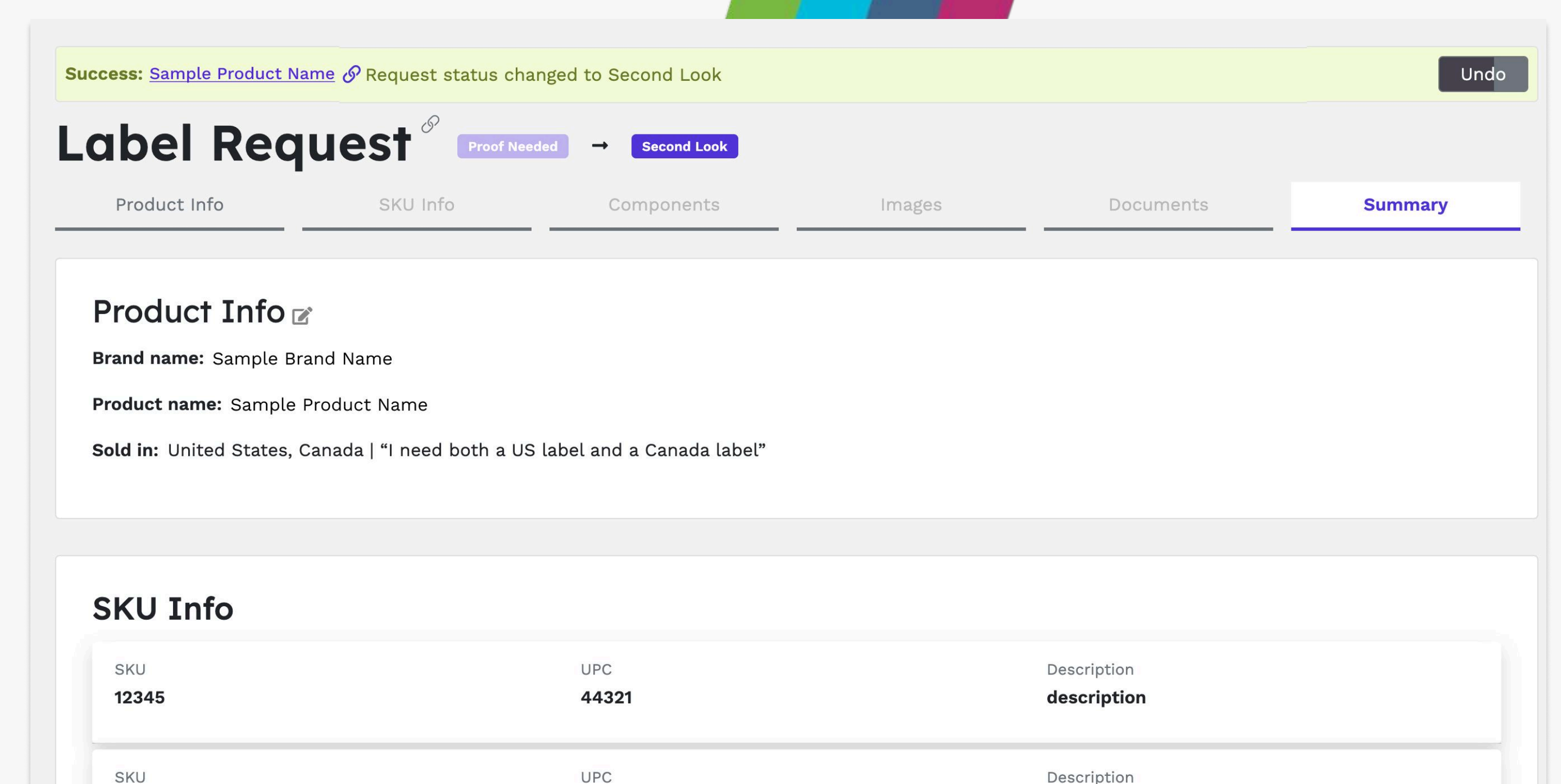
The questions will help clarify why you would like us to double check your label and other parameters we should consider when double checking your label request. A record of the Second Look form will be kept within the label request in the comments section.



## Step 3: Under Review

Once you have submitted a Second Look form, the label request will enter back into our queue to be reviewed by the How2Recycle team.

Please note that if a label request is submitted for a Second Look, it does not expedite the request process or shorten the turnaround time. While we strive for an average turnaround time of 5 business days, many factors such as holidays, our queue size, unique packaging structures, or if your team did not submit all of the information needed, can significantly impact the timeline.



## Step 4: Receive Decision

If we find that the label needs to be changed, we'll update it and send the request through the remaining process as normal. If no updates are needed, we'll send the request back to the status you were at when the Second Look request was submitted.

If you're signed up to receive email notifications, you will be notified when the status of your request changes, otherwise you can look for changes in your Member Platform.