

FAQs

1. How do I recycle my pods at home?

Simply register for the service through the [Podback website](#) and order your free recycling bags.

Podback will send you two rolls of bags, for recycling your aluminium **OR** plastic coffee pods along with an instructional leaflet. The bags will be automatically replenished after 6 months. There are two different bags: a white one for aluminium and a green one for plastic. Aluminium and plastic pods **MUST** be kept separate so that they can be sent to the correct reprocessing facility.

Place your sealed Podback bag on top of your kerbside recycling bin by 5am on your normal collection day.

2. What brand of pods are included as part of Podback?

Currently the following brands are supporting the scheme: Nespresso, Nescafé Dolce Gusto, Starbucks by Nespresso, Starbucks by Nescafé Dolce Gusto, Tassimo, L'OR, CruKafe, Artisan Coffee Co, Allpress Espresso, Colonna Coffee and Café Palmieri by Jomad Coffee. Together these brands represent over three quarters of the UK market.

3. What types of pods are accepted at the kerbside?

All aluminium and plastic pods from participating brands: Nespresso, Nescafé Dolce Gusto, Starbucks by Nespresso, Starbucks by Nescafé Dolce Gusto, Tassimo, L'OR, CruKafe, Artisan Coffee Co, Allpress Espresso, Colonna Coffee and Café Palmieri by Jomad Coffee are accepted and can be recycled through the Podback programme. This includes coffee, hot chocolate and tea pods. Find out more on the [Podback website](#).

4. Can I put aluminium and plastic pods in the same bag?

No, the different types of pods must be kept separate so they can be sent to the correct reprocessing facility. There are two different bags, a white one for aluminium pods and a green one for plastic pods. If you use both aluminium and plastic pods you should request both types of bags when you register on the [Podback website](#).

5. How long will it take for the recycling bags to arrive?

Your bags will be sent to you within 10 working days.

6. Can I include the packaging my pods came in inside the collection bags?

No, please do not place the packaging your pods came in inside the collection bags. Check to find out what can and cannot be recycled at the kerbside [on our A to Z guide](#).

7. Where and when should I put my bags out for collection?

Once your bags are full, please place them out for collection along with your other waste and recycling containers by 5am on your normal collection day. Please place the sealed bag on top of your recycling bin ready for collection.

8. Do I need to remove the used coffee grounds before putting them into the collection bag?

No, the coffee grounds are removed from the pods at the reprocessor. The coffee is then used as a soil improver and to create renewable energy.

Please drain any remaining liquid from your used pods before adding it to your recycling bag.

9. How many Podback bags can I put out for collection?

You can put out as many bags as you want. Should you run out of bags, you can order more from the [Podback website](#).

10. How do I order free recycling bags for kerbside collection?

The free kerbside recycling bags are available through the [Podback website](#). You will need to register in order to get the bags. You will then be sent two rolls of bag, plus a caddy if you use NESCAFE Dolce Gusto coffee pods, for recycling your aluminium or plastic coffee pods.

11. I have finished my supply of kerbside collection bags; how can I get more?

Please visit the [Podback website and use the contact form](#) to order an additional roll of kerbside collection bags.

12. Can I use any type of bag to return my used pods at the kerbside?

No. To take part in the Podback kerbside recycling collection scheme you must use the recycling bags provided for free by Podback. Register and order kerbside bags from the [Podback website](#). These Podback kerbside bags help our crews identify the bags quickly and put them in the relevant container on the collection vehicle. It also helps them to be sorted for reprocessing more easily.

13. Can I use the Drop Off/ Collect+ bags for kerbside collection as well?

No. You must use the Podback recycling bags that are designed for the kerbside collections. Aluminium and plastic pods need to be kept separate as they are sent to different reprocessing plants. Collect+ bags cannot be accepted on the kerbside collection. Register and order kerbside bags [on the Podback website](#).

If you request a [Drop Off service](#), you will be sent a Collect+ recycling bag specifically for this type of collection.

Collect+ bags are free; however, a delivery charge may be applied. Please follow the instructions on the Podback website.

Flats and Communal Properties

14. Can I still participate if I live in a communal property (flat)

Yes. If you live in a flat or communal property and cannot access a kerbside service, you can use the Drop Off service, which allows you to drop off filled bags to your nearest Collect+ store. To order your free recycling bag visit the [ways to recycle](#) section of the Podback website.

If you request a Drop Off service, you will be sent a Collect+ recycling bag specifically for this type of collection.

Collect+ bags are free; however, a delivery charge may be applied. Please follow the instructions on the Podback website.

Missed Collections

15. My bags haven't been collected. How do I arrange for a missed pod collection?

If your pods have not been collected, you can report a missed collection through your ['MyAccount'](#).

Please ensure your bags only contain coffee pods and are not filled with liquids.

Household Waste & Recycling Centres

16. Can I take my own pods to the Household Waste and Recycling Centre?

No, please do not take your pods to the Household Waste and Recycling centres or banks. You can only recycle your coffee pods through our kerbside collection service.

Podback – Ways to recycle

17. Why are there different ways to return your coffee pods for recycling?

Kerbside collection (part of normal waste and recycling collections)

To use the kerbside collection service residents, need to register and order kerbside recycling bags from the [Podback website](#)

No other types of bags should be used for this collection.



Aluminium and plastic coffee pods need to be kept separate as they are reprocessed at different facilities. The bags have been designed so that you can tie them easily to contain the pods.

The bags help the collection crews identify the types of coffee pods and put them in the relevant container on the collection vehicle. It also helps them to be sorted for reprocessing more easily.



Podback Kerbside Recycling Bags

There are two different bags: a white one for aluminium pods and green one for plastic pods. If you use both aluminium and plastic pods you should request both types of bags when you register.

<p style="text-align: center;">Drop Off</p> <p>To use the Drop Off service residents must order Collect+ bags from the Podback website. These bags have been designed so that they can be easily sealed to prevent leaks when being returned via Collect+.</p> <p>Collect+ bags are free; however, a delivery charge may be applied. Please follow the instructions on the Podback website.</p> <p>Please be aware – these bags cannot be used for kerbside collections.</p>	<div style="text-align: center;">  </div> <p style="text-align: center;">Drop Off recycling bags</p>
<p style="text-align: center;">Return to store</p> <p>For residents who use Nespresso coffee pods you can pick up a Nespresso recycling bag and drop these off at all Nespresso Boutique stores.</p> <p>Use the boutique locator to find your nearest store</p>	

What Happens to Coffee Pods Once Collected?

18. What happens to my used pods?

After collection, the coffee pods are taken to a specialist reprocessing plant in the UK to separate the packaging from the used coffee grounds. The plastic and aluminium will be transformed into new products such as beverage cans or plastic garden furniture. The coffee grounds are used to create soil improver and renewable energy.

Cancelling the service

19. What do I do if I no longer require the Podback service?

Simply [contact us](#) on and we will ensure that your details are removed from the Podback register and we will let you know what to do with any spare bags/drainage caddy (where relevant).