

Frequently Asked Questions About Mattel PlayBack



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What is Mattel PlayBack?

Mattel PlayBack is your chance to take fun full circle by keeping outgrown, unusable and worn-out toys out of the landfill. Rather than throwing out toys when you and your children are done with them, send them to us (at no charge to you), and we will try to use reuse their materials in new toys and in new ways.

What inspired Mattel to do this?

At Mattel, our purpose is to empower the next generation to explore the wonder of childhood and reach their full potential, and we want that next generation to inherit a world that's full of potential, too. By working together to reclaim and recycle materials, we can make sure the toys of the past don't become the waste challenges of tomorrow.



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How do I participate?

When your child has outgrown their Barbie®, Fisher-Price®, Matchbox® or MEGA® toys, don't throw them away; return them to us! Take these three simple steps:

1. Visit [Mattel.com/PlayBack](https://www.mattel.com/PlayBack) to start your return and fill out the brief form.
2. Print a **free** prepaid shipping label.
3. Package your toys and send them back to us, and we will take it from there!

How much does it cost to participate?

Nothing! It's completely free, except for whatever packaging you choose to use. There are no fees, and we pay for the postage.

When will I receive my free shipping label?

You will receive your label via email within one hour after you submit your request.

How do I mail my package?

In the U.S., you can mail your package at the post office, drop it in a U.S. mail collection box, leave it for your letter carrier, or schedule a free carrier pickup at usps.com.

In Canada, you can take your package to your nearest Canada Post office or place it in a Canada Post drop box, size permitting.

Can I send back any Mattel toys?

Right now, Barbie®, Fisher-Price®, Matchbox® or MEGA® toys are included in the program. Our goal is to eventually accept any Mattel toy, but we're not quite there yet.

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Can I participate if I don't have a computer?

Yes! To request a shipping label over the phone, U.S. and Canadian consumers can call us at (800) 524-8697.

What does Mattel do with the returned toys?

Our goal is to recycle the materials in them and reuse them as content in new products. For materials that cannot be repurposed as recycled content into new toys, we will either downcycle those materials into other plastic products or convert them from waste to energy.

Is Mattel PlayBack totally waste-free?

By keeping our toys out of landfills and reusing the materials in them, we are taking a big step toward building a waste-free future for our products and packaging. We're also taking other steps with our products, including implementing circular design and resource efficiency.



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Where is Mattel PlayBack available?

Mattel PlayBack is currently available in the United States, Canada, France, Germany and the United Kingdom.

Do you accept non-Mattel toys?

At this time, we cannot accept other brands' toys. At Mattel, we know what materials go into our products and how best to reuse them in new Mattel toys.

What can I do with toys that aren't eligible for the program?

If the toy is in good condition, pass it on! Give it to a younger family member or friend, or donate it to a local charity so it can be enjoyed by a child in need.

Should I clean or repair toys before sending them back?

No, you don't have to. To take advantage of the program, all you need to do is box up your toys and send them in.

Should I remove the batteries before I send back my toys?

Yes, please remove all batteries and dispose of them as required in your local area. Check to see if your local community has a collection program or an upcoming event. In addition, many battery manufacturers and recycling facilities have mail-in programs.

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Should I include the original box?

No, you don't have to. We'll accept your toy in any condition and in any packaging.

If my toy is in excellent condition, will you donate it to charity?

Mattel PlayBack is a takeback program, but we encourage you to donate toys in good condition to a local charity so that children can enjoy them for as long as possible.

