

# MobileMuster bookings process update

To ensure the safety of everyone in the logistics process, every mobile phone pickup will now need to be packed into our specially supplied fire-resistant bags and boxes.

We're doing this to ensure we continue to deliver a safe, secure and reliable mobile phone recycling service with respect to the risk of transporting lithium-ion batteries.

# MobileMuster bookings process update

From March 2025, when booking a pickup for mobile phone recycling with MobileMuster we will supply a fire-resistant bag to pack the phones into for safe shipping.

These will be automatically ordered when you book a pickup with us, and will arrive in 1 day for metro areas, and up to 3 days in rural areas.

Once they arrive, pack the phones into the bag, and put the bag into the specially supplied box, then click the supplied link to book a pickup.



Fire-resistant bag for mobile phone components. Can hold up to 20kg.



Box for the fire-resistant bag (supplied).



H 349mm x W 232mm x L 235mm

## MobileMuster Bookings: Old process



1. Pack phones into a box

2. Go to [bookings.mobilemuster.com.au](https://bookings.mobilemuster.com.au)  
Or call 1800 249 113

3. Fill in your details and confirm pickup.

4. Courier comes and collects the box

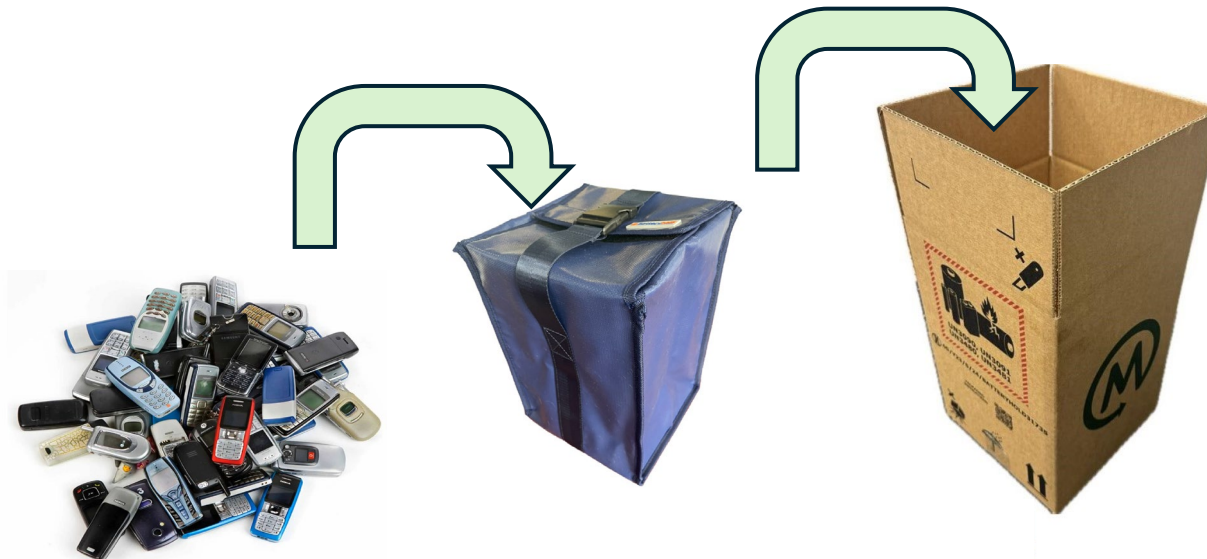
## MobileMuster Bookings: New process

1. Go to  
[bookings.mobilemuster.com.au](https://bookings.mobilemuster.com.au)  
Or call 1800 249 113

2. **Fill in your details and submit.** Your fire-resistant bag and a fitted box will be delivered in 1-3 days

3. Pack phones into the supplied bag, then pack the bag in the box (max 20kg).

4. Click the pickup confirmation link in your email. A courier will come and collect your box.



# MobileMuster Bookings: Old form vs new form

Old



NOTHING RESOLD | ALL DATA DESTROYED

OVER 95% OF MATERIALS RECOVERED THROUGH RECYCLING

Submit pickup request

Site ID \*

Company Name \*

Address Line 1 \*

Address Line 2

Suburb \*

Post Code \*

State \*

Primary Contact \*

Primary Email \*

Primary Phone \*



New



Submit pickup request

Site ID \*    
[Forgot your Site ID?](#)

Company Name \*

Site Name

Address Line 1 \*

Address Line 2

Suburb \*

Post Code \*

State \*

Site Contact

Primary Contact \*

Primary Email \*

Primary Phone \*

# MobileMuster Bookings: Old form vs new form

## Old

Primary Email \*

Primary Phone \*

Secondary Contact

Secondary Email

Secondary Phone


Unit Type \*  
Box

Quantity \*

Weight (kg) \*  
10

Special Instructions

Special Note  
Package all mobiles, their batteries and accessories into a sturdy box, tape it securely ensuring nothing can fall out during transporting. Ensure the box is full to limit movement of contents. Keep batteries within devices where possible, any loose batteries should either be wrapped in plastic or tape over the terminals. Then rubber band all loose batteries together top to tail. For more details on packing visit [our website](#).

I'm not a robot 

## New

Primary Phone \*

Secondary Contact

Secondary Email

Secondary Phone

Packaging Type \*  
Please select


Quantity \*

Total Weight (kg) \*

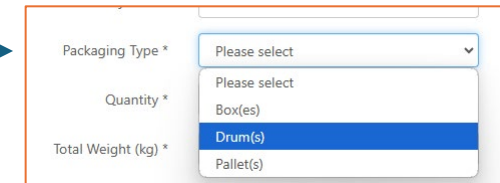
Special Requirements/Comments

Special Note  
Package all mobiles and accessories into a sturdy box, tape it securely ensuring nothing can fall out during transporting. Ensure the box is full to limit movement of contents. Keep batteries within devices - we do not accept loose batteries of any kind.

I have read and agree with the [Participant Terms and Conditions](#)

I'm not a robot 

**\*NEW!** Select which package type you will be sending. For most locations, this will be 'Boxes'. The quantity of boxes will determine how many fire-resistant bags are sent.





# In Detail

**Step 1:** Head to the bookings portal at [bookings.mobilemuster.com.au](https://bookings.mobilemuster.com.au).

Alternatively, you can call us on 1800 249 113.

**Step 2:** Fill in your details into the booking form. If calling, the person on the phone will enter your details for you.

The key change is the question 'Packaging Type' and 'Quantity'. For most locations, choose 'Box(es)'.

The 'Quantity' of boxes will determine how many fire-resistant bags will be sent to you, along with specially fitted boxes for the bag to go into. Each bag can hold up to 20kg of mobile phone components.

**Step 3:** Once the form is submitted, your fire-resistant bags will arrive within 1 – 3 days. You will receive an email with a pickup confirmation link and the consignment note.

**Step 4:** Once the bags arrive, unpack the phones from your collection unit, and place them in the fire-resistant bag. Then place the fire-resistant bag into the supplied, MobileMuster branded box, and affix the consignment note.

**Step 5:** Click the pickup confirmation link that was emailed to you. This will book the courier to come and pick up your boxes.

**Step 6:** A courier will come and pickup your collection.





# Additional Information

There is now an additional section for Expanded Program Products. If you are sending us Expanded Program Products, ensure to tick this box and fill in the relevant information.

Do you have any volumes of Expanded Program Items to be included in this booking?  Yes  No

EP Packaging Type \*

EP Quantity \*

EP Total Weight (kg) \*

These do **not** need to be packed into any special packaging, and as such you can continue to send these in any box.

# If you have any questions, contact us

Email: [mobilemuster@amta.org.au](mailto:mobilemuster@amta.org.au)

Phone: [\(02\) 8920 3555](tel:(02)89203555)

Thank you