

# ARF SHRED DAY

**2890 Mitchell Drive, Walnut Creek**

## **Frequently Asked Questions**

### **How big is a “standard” size box?**

Approximately 18” x 12” x 9”, the size of a banker’s box or a copy paper box.

### **Is there a limit on the number of boxes?**

No limit – bring in as many as you have.

### **Do I need an appointment?**

No appointment necessary. Our quick and easy drive-thru makes it go fast.

### **Can I keep my boxes?**

Yes if you prefer. If not, we will break down the boxes and recycle them for you.

### **Should we remove paper clips, fasteners, or staples?**

The shredder can destroy the above mentioned items but please remove rubber bands.

### **Do I need to bring the boxes to ARF for shredding?**

Yes. ARF will have a drive-thru set up in the parking lot to get you in and out quickly. Volunteers will help unload your car.

### **Is the shredding done on-site or taken back to the plant?**

All shredding is done on site.

### **Can I watch the documents being shredded?**

Yes. You may park your vehicle and stay to watch the papers shred.

### **How secure is the shredding process?**

ARF volunteers will empty your boxes into a large container. Diablo Paper Shredding uses a hydraulic lift to raise the container to the shredding truck and your confidential papers are shredded in minutes. As an added security feature, their high-tech shredding trucks are equipped with a camera and video monitor system. This allows both Diablo Paper Shredding and the customer to verify all confidential information has been shredded. Once the truck returns to the plant, everything is shredded a second time.

### **What form of payment does ARF take?**

ARF accepts cash or credit card. We are unable to accept checks.

### **How much of the proceeds go to ARF?**

All proceeds benefit ARF.

### **I still have questions. Who can I contact?**

Kimberly Baptista at kbaptista@arflife.org or (925) 296-3118.