



Carpet America Recovery Effort (CARE) Protocol

AB2398 Independent Assessment Fee Compliance Inquiry

Carpet America Recovery Effort (CARE) is the only authorized Carpet Stewardship Organization (CSO) administering the California Carpet Stewardship Program. One of CARE's goals is to provide education and outreach efforts to all retailers to ensure they meet the law's requirements.

Under California Law ([AB2398](#)), Retailers must charge the current carpet assessment to all customers in the state. California passed additional carpet legislation that went into effect January 1, 2020 (AB 729) that requires CARE to implement a differential assessment on each square yard of carpet that reflects its recycling cost. The assessment fee funds the subsidies for collecting, processing, and recycling carpet and carpet tile, including technical assistance, drop-off site support, and education/outreach.

In accordance with the new 2023-2027 California Carpet Stewardship Plan, CARE has established a new page on its website, www.carpetrecovery.org where potentially noncompliant businesses selling carpet may be reported to CARE and shared with the California Department of Resources Recycling and Recovery (CalRecycle) Enforcement Division.

The following describes CARE's response protocol to any inquiries from external parties regarding an eligible entity's compliance under AB2398.

1. All inquiries shall be submitted via CARE's "Assessment Fee Compliance Inquiry" form, which can be found on CARE's website.
2. CARE will confirm receipt of the Assessment Fee Compliance Inquiry and commence its investigation of the inquiry within five (5) business days of the submission. As part of its review, CARE staff may contact the person listed on the form via email or telephone to obtain further information.
3. The findings of the investigation and any recommended actions will be provided to the CARE CA Program Director and Executive Director for review, evaluation, and a brief written report. The report and any conclusions or recommendations in it will be strictly confidential and shared only with the entity that is the subject of the inquiry and will not be shared with the person or entity submitting the inquiry.
4. Findings may be forwarded to CalRecycle for guidance or enforcement.

Submitting an inquiry to CARE does not supersede CalRecycle's enforcement policies. All questions regarding enforcement or enforcement actions should be directed to a CalRecycle EPR Enforcement Team member. To learn more, refer to their website page at <https://calrecycle.ca.gov/EPR/Enforcement/>.