

RETURN REPLACED EQUIPMENT PROMPTLY

If you have received replacement equipment promptly return all pieces being replaced. A return UPS shipping label (Call Tag) should have been included with the new piece of equipment. Properly package all returns to avoid damage in shipping. Agents are responsible for the replacement cost of equipment not returned or damaged.

Please contact tech support at 1-866-381-7668 and press option #2 if you need a Call Tag, boxes or foam packaging for monitor returns. Call Tags can be emailed to you if using your own packaging

Ensure all items are bubble wrapped to avoid damage in transit, securely seal box with packing tape, apply the Call Tag over the prior delivery label, give package to your regularly scheduled UPS driver OR take package to your nearest UPS Store. All shipping costs are then covered. To find UPS Drop Off Locations visit:

www.ups.com/dropoff

Special packaging instructions:

Computer (HP thin client)

- Disconnect all Cables from Thin Computer
- Bubble Wrap the Unit
- Include Network Cable & Power Cord w/ Brick

Monitor Bundle (Large and Small Combined)

- Remove Scanner Holster from the Large Monitor (Replace Screws)*
- Keep all cables attached to both monitors
- Keep both monitors mounted together
- Use Green Foam to secure Large and Small monitor bundle.

Printer

- Bubble Wrap Front to Back & Left to Right
- Include USB cable & Power Cord
- Remove Toner Cartridge*