

**Equipment Return Form**



Dear Customer,

Included with this form are the materials needed for you to return a pager(s) to SkyTel via **United Parcel Service (UPS-only)**.

General Return Instructions:

1. Complete the information in the boxes below. List the capcode or serial number of each pager you are returning. The capcode is located on the back of the pager. In most cases it starts with an E or A with 7 to 10 numbers following (example E1234567). Please print the two-digit Pager Return Reason Code, listed below, to identify the reason for the returned equipment.
2. If the back of your pager is missing the label that contains the serial number and capcode, or if the label is illegible, please call our customer service department at 800.759.8737 for assistance.
3. Print your name and address on the UPS Authorization Return Label (ARS) and affix to your package. Peel off the bottom section of the ARS label that states "Ground A.R.S. Tracking Number" and save for your reference.
4. Return one copy of this form along with the pager(s) in a suitable package for shipping and retain a second copy for your records.
5. Give the package to a UPS driver. If you do not have UPS service available, please call 1.800.742.5877 for the nearest UPS drop off location. For a \$10.00 fee (due at the time of pick-up) UPS will come to your location to pick up your package. To avoid this fee, drop the package in a **designated UPS drop off box**.

**Reminder: Please complete each section below. Missing information could result in a delay in processing your order and subsequent charges when applicable. Your account will be billed for any equipment that is not received within 30 days of being disconnected.**

Date:	Tracking #:
Account Number:	Account Name:
Contact Name:	
Contact Phone Number:	

Capcode or Serial Number	Return Code	Capcode or Serial Number	Return Code	Capcode or Serial Number	Return Code
Example: E1234567	17				

**Pager Return Reason Codes**

Code	Reason	Code	Reason	Code	Reason	Code	Reason
11	Does Not Page	15	No Longer Need Pager	19	Did Not Want Datacast	23	Water Damage
12	Misses Pages	16	Equipment Type Inadequate	20	Pager Exchange	24	Group Call Issue
13	Falsing (Turns Off & On)	17	Spare Return	21	Damage to Pager Case	26	Other
14	Bad Display	18	Business Closing	22	Broken Battery Door	30	Price
27	Billing Problems	28	Coverage	29	Lost/Stolen		
31	Customer Service Issues	32	Reseller Disconnect	33	Service Change		

Selecting any of the Pager Return Reason Codes above does not in any way alleviate or Reduce your obligations under your existing contract with SkyTel, including, but not limited to, any applicable early termination fees or other costs. SkyTel reserves the right to charge due to mishandling of pager(s). Such mishandling includes, but is not limited to, water damage, case damage, LCD damage and internal damage.

**Total Number of Pagers Returned:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Visit [www.skytel.com](http://www.skytel.com) or call our customer service department at 800.759.8737 if you have any questions or require assistance.