Cellular Device Return Shipping Instructions

Ground Return - Lithium-ion Battery Contained in Equipment (UN3481)

Please follow these instructions carefully when returning your cellular device. Use only a **corrugated cardboard box**, the **UN3481 label**, and the **Purolator return shipping label** provided for this return.

STOP - Do Not Ship a Device With a Damaged or Suspect Battery

Do not ship if the device or battery is swollen, leaking, overheating, smoking, or showing other signs of battery-related damage. **Contact Customer Support for assistance.**

1 Prepare the Cellular Device

Power off the cellular device completely. If available, place the device in its original device packaging. If the original packaging is not available, use suitable protective packaging to prevent the device from moving or becoming damaged during transit. Include any manuals and accessories that are being returned with the device. Place the packaged device securely inside a sturdy corrugated cardboard shipping box with sufficient protective material.

2 Print the Lithium Battery Label

Print Page 2 of this PDF in colour at **Actual Size / 100% scale**. Do not select Fit to Page, Shrink, or any other scaling option.

3 Check the Printed Label

Confirm the diagonal border and air-transport warning are **red**, the battery/flame symbol is **black**, and **UN3481** is clearly legible.

4 Affix the Complete Label to the Box

Attach the battery label by using the complete label shown on Page 2. **Do not cut, trim, or separate any part of the label.** The UN3481 mark and bilingual air-transport warning must remain together. If needed, fold the paper along blank areas only, ensuring that no part of the UN3481 mark or warning information is folded, covered, or obscured. Affix the complete label securely and flat to one side of the shipping box.

5 Keep the Label Clear and Visible

Do not fold the label around an edge or place it across a seam. Do not cover any part of the label with tape, the Purolator shipping label, or other markings.

6 Apply the Purolator Return Shipping Label

Affix the provided Purolator return shipping label separately from the lithium battery label. Ensure both labels are securely attached and clearly visible.

7 Return Using the Approved Service

Tender the package using only the Purolator return method provided. **Do not substitute an Air or Express service.**

Printing Reminder: Colour + Actual Size / 100%. If you cannot print correctly, contact Customer Support.

PRINT, CUT OUT AND AFFIX TO RETURN BOX

Print in colour at Actual Size / 100%. Do not use Fit to Page or other scaling.

Before shipping: Make sure the complete label is securely affixed, unobstructed, and fully visible on the outside of the box.



Lithium Batteries

Forbidden for transport by aircraft

Piles au lithium

Interdit par transport aérien