

Return label instructions

To return your old pager device, please take the following steps:

1. Read important information regarding customer liability of leased equipment, [click here](#).
2. Print the Return Label Instructions, Device Return Form and Merchandise Return Label (you may print these onto regular white paper.) There will be two pages.
3. Fill out the Device Return Form.
4. Place your device(s) and any other applicable accessories (such as holster, charger) into the package.
5. Place the completed Device Return Form into the package with the pager(s) to be returned.
6. Write your return address onto the Merchandise Return Label in the upper left corner.
7. Seal your package.
8. Cut out the Merchandise Return Label and affix it to the outside of your package.
9. Affix the proper postage and drop your sealed, labeled package into any US Post Office collection box or give it to your letter carrier. To avoid any potential equipment return disputes, Spok® recommends using a traceable shipping method for equipment returns.
10. Your package will be delivered to the address on the label and processed

Attention: Devices that may have been contaminated with bio-hazardous waste or devices that have been submerged in any liquid must not be shipped or returned to Spok. Please contact the Customer Service number on your invoice for more details.

You must return your old pager within 30 days in order to avoid being charged for non-return of the unit. To protect the pager during shipping, please re-use the box in which you received your new pager or other sturdy packaging materials.

If you have any questions, please call the Customer Service Center number located on your invoice. Thank you for your business and continued support.

DEVICE RETURN FORM

Customer Name	
Account Number	
Pager Phone Number	
Pager Capcode	
Pager Serial Number	
Pager Phone Number	
Pager Capcode	
Pager Serial Number	
Pager Phone Number	
Pager Capcode	
Pager Serial Number	
Pager Phone Number	
Pager Capcode	
Pager Serial Number	

Merchandise Return Label

FROM: _____ _____ _____	Place Postage Here The Post Office will not deliver without postage
SPOK RETURNS 3000 TECHNOLOGY DR SUITE 400 PLANO, TX 75074	