



## Device Return Instructions

To ensure proper credit of all returned devices to your account; please follow these steps when shipping devices back to PrePass:

### Steps:

#### 1. Make a List:

- Before packaging, make a list of the device identification numbers being returned for your records. Device numbers appear on the device below the barcode, and begin with 0705... on black devices; 210... on gray devices; and 67... on blue devices.

#### 2. Proof of Delivery:

- Make sure a proof of delivery is obtained for device shipments.
  - The United States Post Office offers several methods for which delivery notification service can be obtained at the time of shipping.
  - Third party shippers such as UPS or FedEx employ a waybill tracking number that can be entered on their websites to view and print delivery details.

#### 3. Insurance:

- Insure the package for \$100 per device being returned.

#### 4. Ship Devices to:

**PrePass Device Returns**  
510 Parkland Drive,  
Sandy, UT 84070

***Please retain these documents with your permanent business records. The customer is responsible for all devices until they are confirmed as received by PrePass.***

- Device status can be checked our website: [www.prepass.com](http://www.prepass.com) click on '**My PrePass**' (create a username and password if not previously created). Click on '*Vehicle and Device Management*' and click on '**View Device List**'. All devices received will be removed from this list, or Contact customer service at 1-800-773-7277 option 6. Please allow 2 business days from the date of return delivery to check for removal of devices from your account.
- If shipped devices are **not** received, proof of delivery must be provided, in order to remove devices from customer account at no charge.
- This is in accordance with the terms of the PrePass License Agreement.