

Repair Return Authorization Form



Account no.:

Customer Contact:

Phone no.:

Customer email address:

Return shipping address: _____

Print and place this completed document inside the carton with the machine to be repaired

Please check mark nature of issue:

☐ No Power

☐ Screen Frozen

☐ Print problem - Describe [_____]

☐ Envelope jams or stops

☐ Labels not working

☐ Display or keyboard

☐ Cannot connect to download postage

☐ Other - Please briefly describe:

| _____ |

Return Instructions:

- Keep all accessories (power cord, phone cord, catch tray, moistener)
- If your machine uses a chip card, please include the chip card by taping it to the top of the machine. (DO NOT leave chip card in card slot during shipping)
- Pack machine carefully to avoid shipping damage.
- Place completed copy of this document in carton.
- On the outside of the carton, clearly write "**For Repair**".
- Ship by UPS Ground collect to:
FP Mailing Solutions, 3687 Nashua Drive, Unit 11B-12, Mississauga, ON L4V 1V5