

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, 82 Corstate Ave, Concord ON L4K 4X2**
- Use UPS account no. **A16T74 (Must select UPS Ground)**