



Pager Return Form

Dear Customer,

Included with this form are the materials needed for you to return a pager(s) to American Messaging via **United Parcel Service (UPS-only)**.

General Return Instructions:

1. Complete the information in the boxes below. List the cap code or serial number of each pager you are returning. The cap code is located on the back of the pager. In most cases it starts with an E or A with 7 to 10 numbers following (example E1234567). In the column next to the Cap Code/Serial Number, please use the Pager Return Reason Codes listed below to identify the reason for your return. Please print the two-digit code in the column titled Return Code.
2. If the back of your pager is missing the label that contains the serial number and cap code, or if the label is illegible, please call our customer service department at 888.247.7890 for assistance.
3. Print your name and address on the UPS Authorization Return Label (ARS) and affix to your package.
4. Return one copy of this form along with the pager(s) in a suitable package for shipping and retain a second copy for your records.
5. Give the package to a UPS driver. If you do not have UPS service available, please call 1.800.742.5877 for the nearest UPS drop off location.

Date:	ARS Label #:
Account Number:	Account Name:
Contact Name:	
Contact Phone Number:	

Capcode or Serial Number	Return Code	Capcode or Serial Number	Return Code	Capcode or Serial Number	Return Code
Example: E1234567	17				

Pager Return Reason Codes

Code	Reason	Code	Reason	Code	Reason	Code	Reason
11	Does Not Page	15	No Longer Need Pager	19	Did Not Want Datacast	23	Water Damage
12	Misses Pages	16	Equipment Type Inadequate	20	Pager Exchange	24	Group Call Issue
13	Falsing (Turns Off & On)	17	Spare Return	21	Damage to Pager Case	25	Trade In/Purchase*
14	Bad Display	18	Business Closing	22	Broken Battery Door	26	Other

Selecting any of the reason codes above will not in any way alleviate or reduce your contractual obligations and, if applicable, certain early termination fees and other costs may apply. American Messaging reserves the right to charge due to mishandling of pager(s). Such mishandling includes, but is not limited to, water damage, case damage, LCD damage and internal damage.

*By selecting Reason Code 25 (trade-in/Purchase) you agree that you are releasing title to this pager to American Messaging as part of a trade-in/purchase arrangement whereby you are trading-in this pager and agree to the \$9.95 charge to purchase another pager from American Messaging.

Total Number of Pagers Returned: _____

Customer Signature: _____

Date: _____