

# PACKING YOUR CAPTEL 2400i FOR RETURN SHIPPING



Return your CapTel 2400i for free using the enclosed ARS shipping label. Follow instructions below to pack your old phone in the same box your replacement phone came in.

**1. Unplug the power, Ethernet, and phone cords from the phone you are returning. Make sure to use the new power adapter that comes with your replacement phone.**

**2.** Move the silver stand downward so that it rests against the lower part of the phone. Make sure the stand is **NOT** folded up against the back of the display screen, as this may cause damage during shipping.

**3.** Wrap your return CapTel phone in the plastic bag that your replacement phone came in. Place your return CapTel phone in the same box that your new phone came in. Tuck the coiled handset cord under the front of the phone (between the phone and the stand).

**4. IMPORTANT!** Place the cardboard “tray” over the CapTel display screen to protect the phone during shipping. Ultratec is not responsible for damage incurred during shipping. Close the box. Tape the front and side edges.

**5.** Affix the provided Authorized Return Shipping (ARS) label on top of the box. Make sure to remove any previous shipping labels if necessary.

Take the package to any FedEx Drop off location, FedEx Self Service Drop Box, FedEx Office Print and Ship Center, FedEx Authorized ShipCenter® locations (such as Walgreens®). To find a location near you, visit [FedEx.com](http://FedEx.com) and click on Locations. Shipping charges are paid for by CapTel (excluding any service fee for arranging a “pick up”).

**For further questions, please call  
1-800-233-9130 or visit [www.captel.com](http://www.captel.com).**

