

# Options to Return Hotwire Communications Equipment<sup>1</sup>

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When you disconnect Hotwire Communications services, there are three (3) options to return Hotwire's Equipment. Equipment must be returned within 48-hours of cancellation or unreturned equipment fees will be applied. See terms and conditions below for details.

## Option 1: Drop-off at a Local UPS Store\*

- Call Hotwire Customer Care at 800.355.5668 to initiate the return process
- Advise the representative that you would like to return your equipment via UPS drop-off
- You will receive an email and or a Text message with a link to a UPS label
- Securely package the equipment yourself in one cardboard box using packing material
- Print and attach the prepaid UPS shipping label
- Bring the package and label to a UPS store (Visit [theupsstore.com/tools/find-a-store](https://theupsstore.com/tools/find-a-store) to find a UPS Store near you)
- A UPS representative will accept your shipment and approved label
- Reference the tracking number on the return label to monitor your package. Please allow up to two (2) weeks for the return to process and your account to reflect the equipment was returned
- You will receive a confirmation email indicating the equipment was received and it will include the date the return was processed
- Update your email address, and cell phone number anytime by calling Customer Care

## Option 2: Have UPS Pick-up Your Package\*

- Call Hotwire Customer Care at 800.355.5668 to initiate the return process
- Advise the representative that you would like to return your equipment via UPS pick-up
- You will receive an email with a link to the UPS label and the date that UPS is scheduled to pick up the package and or a Text message with a link to the UPS Label, the day after your account is disconnected.
- Please Note: the pickup is scheduled through UPS (usually two business days after disconnect order completes to pick up package from the service address)
- Securely package the equipment yourself in one cardboard box using packing material
- Print and attach the prepaid UPS shipping label
- Leave the package at the location indicated in the email
- Reference the tracking number on the return label to monitor your package
- Please allow up to two (2) weeks for the return to process and your account to reflect the equipment was returned
- You will receive a confirmation email indicating the equipment was received and it will include the date the return was processed
- Update your email address, and cell phone number anytime by calling Customer Care

## Option 3: Drop-off the Equipment

- This can be used any time a customer chooses to deliver equipment in person to one of our drop-off locations during open hours.
- You will be provided a receipt confirming your return details and it will be removed from your account within 48 hours

**Boynton Beach:** 113 Commerce Rd, Boynton Beach, FL. 33426  
Monday - Friday | 10:00AM - 4:00PM

**Naples:** 1467 Railhead Blvd, Naples, FL. 34110  
Monday - Friday | 9:00AM - 5:00PM

**Bonita Springs:** 26800 S Tamiami Trl, Bonita Springs, FL. 34134  
Monday - Friday | 9:00AM - 5:00PM

**Salisbury:** 114 S Main Street, Salisbury, NC. 21144  
Monday - Friday | 9:00AM - 5:00PM

\* You MUST have a valid email address associated with your account, and or cell phone number on file for this option to receive the UPS Label

### <sup>1</sup> Terms and Conditions

You agree that upon termination of this Agreement you will do the following:

1. You will immediately cease all use of the Service(s) and all Hotwire Equipment; and
2. You will pay in full for the Service(s) up to the last date of the current billing period (i.e., the interval of time between each recurring billing date corresponding to the term of your subscription to Hotwire Services); and
3. Within one (1) day of the date on which Service(s) are disconnected, you will initiate a return of all Hotwire Equipment to us in one (1) of the three (3) ways listed below. Otherwise, you will be charged the amount set forth in the current pricing lists for such Hotwire Equipment, or the revised amount for which you receive notice; if no amount has been specified for the particular model of Hotwire Equipment, you will be charged the retail price for a new replacement. Upon Hotwire's receipt of its Equipment, Hotwire will credit your account for any accrued charges associated with such Equipment. If Hotwire must replace any of its Equipment as a result of any damages or your failure to return the Equipment, you may also be charged any incidental costs that we incur; and
4. Hotwire, in its sole discretion, may also elect to remove all Hotwire Equipment and other material provided by Hotwire upon your termination of Services. Upon our request during regular business hours at a time agreed upon by you and us, you will permit us and our employees, agents, contractors, and representatives to access the Premises during regular business hours to remove all Hotwire Equipment and other material provided by Hotwire.