



Admin Guide: **Return Merchandise Authorization**

In the unlikely event you experience problems with your equipment, follow the steps below to obtain replacement equipment and return old equipment.

Contact customer support at 800-287-6235. Once it is determined that your equipment must be replaced, our customer support representatives will submit a replacement order. Please be prepared with your account information and the MAC Address found on the back of the phone:



Your order ships the same day if it is submitted prior to 2:00 p.m. Eastern Standard Time. Orders submitted after 2:00 pm. Eastern Standard Time is shipped the following business day. All orders are shipped UPS Ground with overnight shipments available upon request.

Return the original equipment to Verizon within 30 days in the original box and return label provided

- If you are missing the original box, you can use the box the new merchandise arrived in to return your equipment.
- If you do not have the box associated with the new equipment, you are responsible for providing a box and contacting customer support at 800-287-6235 to obtain the shipping address.
- Failure to return this equipment results in a charge for the replacement equipment.