

RETURNS

How To Return

Returning school-provided computer equipment is easier than ever! Refer to our helpful return tips and Computer Packing Procedures below for guidance on initiating your return.

After packaging school-provided materials, locate the authorized UPS Drop-Off point nearest you and drop off your package(s).

Helpful Return Tips

DO use the original box or any sturdy box, and packing materials to prevent damage.

DO package each unit of computer equipment (i.e., laptops, desktops, and monitors) in separate boxes.

DO affix the appropriate prepaid UPS label issued (e.g., “COMPUTER” as it reads at the bottom of the UPS label) according to each box’s contents with packing tape.

DO tightly tape each box shut, cover any holes or gaps with packing tape, and cross out or cover up old labels and any visible barcodes.

DO NOT use an unsecured UPS Drop Box.

DO NOT drop off packages at USPS or FedEx; packages must be returned via UPS.

DO NOT pay for your own label or a UPS Pickup.

Prepaid UPS return label weights are standardized at 9 lbs; you will not incur a charge from UPS for packages weighing more than 9 lbs. Additionally, Connections Academy does not provide packaging materials or reimburse for packaging costs.

PREPAID LABEL

Requesting prepaid UPS label(s) or scheduling a free next business day UPS pickup

By clicking on the UPS Pearson Returns Site button below, you can select from one of the following Label Delivery Methods to initiate your return:

1. 3 UPS On-Call Pickup Atpt: Next business day UPS Pickup. UPS will bring labels; please do not request Email or View and Print labels.

A specific pickup time cannot be scheduled, and UPS asks that someone be available to hand off the box(es) to the UPS driver. If the scheduled pickup is missed, UPS will attempt two additional pickups over the next two business days. If you require a future dated pickup, you may utilize the UPS Pearson Returns Site the day prior to your preferred pickup date.

2. E-Mail Label: An email containing a link to retrieve and print the label(s) will be emailed to you.
3. UPS Direct to Mobile Email: An email containing a QR code will be emailed to you. The UPS Store® rep will scan the QR code and print the label(s) in-store.
4. View and Print: On-screen printable label. You must be using a print-enabled device.

Once you've landed on the Guest Log In page, click the "I'm not a robot" check box, then follow the instructions to the left of the Shipping Information form.

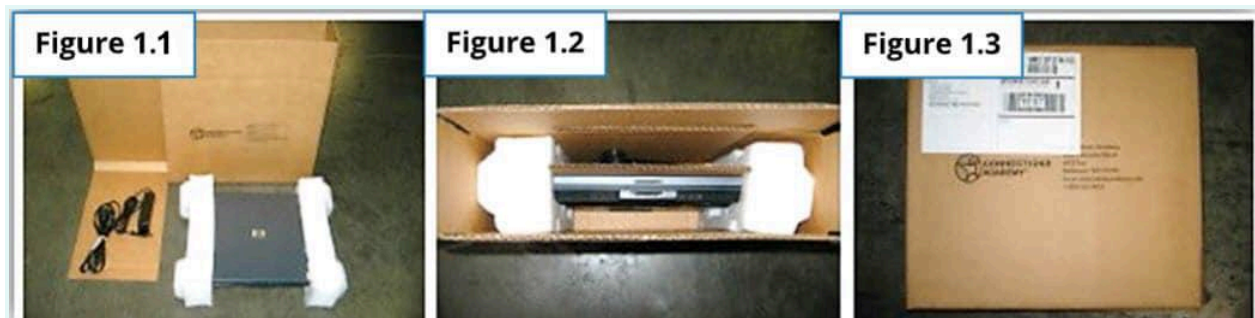
PACKING

Computer Packing Procedures

Computer equipment may be supplied by your school and is on loan during enrollment. Materials listed below must be returned upon withdrawal, graduation, or at the request of the school:

Laptop

1. Figure 1.1 shows the materials needed to pack the laptop: shipping carton, cardboard insert for the power adapter, and foam.
2. Insert the laptop into the foam slots and slide it into the carton. Next, slide the cardboard insert in the space next to the laptop and place the power adapter inside of the cardboard insert as shown in Figure 1.2.
3. Close the lid on the carton and apply a minimum of two (2) strips of packing tape to any open seams. Attach the prepaid UPS label that reads "COMPUTER" to the carton as shown in Figure 1.3.



Desktop

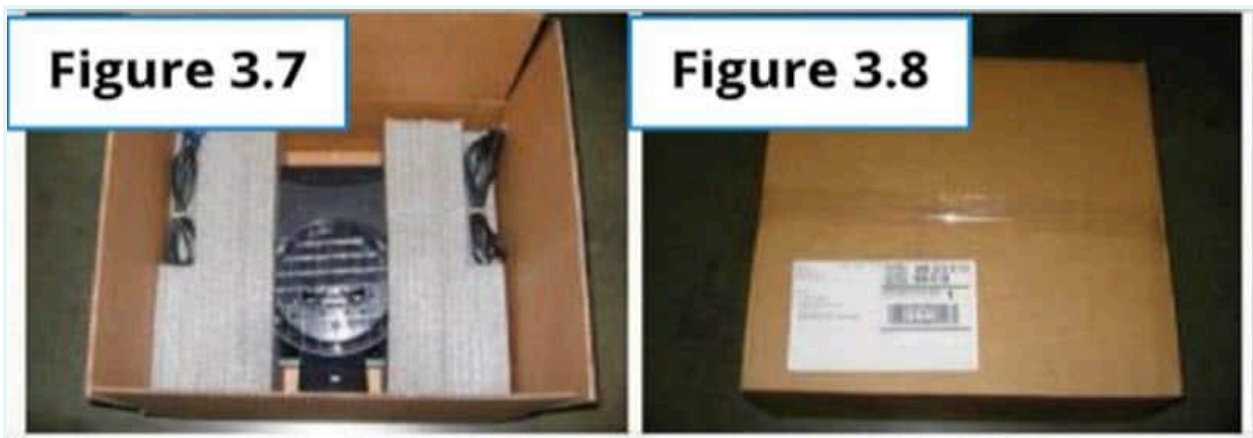
1. Position the two (2) desktop foam pieces as shown in Figure 2.1. Please note that the foam pieces are not identical.
2. Place the desktop so that its front side is positioned in the foam piece as shown in Figure 2.2.
3. Place the second piece of foam on top of the desktop as shown in Figure 2.3.



1. Place the desktop and foam into the carton with the cut-out foam sections facing up as shown in Figure 2.4.
2. Place the keyboard in the large accessory box as shown in Figure 2.5. Place the mouse and power cord in the smaller accessory box as shown in Figure 2.6.



1. Place the accessory boxes in the corresponding foam slots as shown in Figure 2.7.
2. Close the lid on the carton and apply a minimum of two (2) strips of packing tape to any open seams. Attach the prepaid UPS label that reads “COMPUTER” to the carton as shown in Figure 2.8.



Monitor

1. Figure 3.1 shows the materials needed to pack the monitor: shipping carton, power cord, video cable, and foam.

2. Press the button on the back of the monitor near its base to remove the monitor stand as shown in Figures 3.2 and 3.3.



1. Place the monitor stand in the foam as shown in Figure 3.4.
2. Place the monitor in the foam slot above the stand as shown in Figure 3.5.
3. Place the second piece of foam on top as shown in Figure 3.6.



1. Put all assembled pieces in the carton and place the power cord and video cable in the foam slots as shown in Figure 3.7.

2. Close the lid on the carton and apply a minimum of two (2) strips of packing tape to any open seams. Attach the prepaid UPS label that reads “COMPUTER” to the carton as shown in Figure 3.8.

