

Options to Return Hotwire Communications Equipment¹

When you disconnect Hotwire Communications services, there are four (4) options to return Hotwire's Equipment. Equipment must be returned within 48-hours of cancelation or equipment non-return 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 with 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 to a UPS store
Visit www.theupsstore.com/tools/find-a-store to find a UPS Store near you
 - A UPS representative will accept your shipment
 - 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 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 UPS label and the date that UPS is scheduled to pick up the package
- Please Note: the pickup is scheduled through UPS
- 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 anytime by calling Customer Care

Option 3: If You Cannot Print the UPS Label: UPS Pick-Up

- Call Hotwire Customer Care at 800.355.5668 to initiate the return process
- Advise the representative that you are unable to print a UPS label, but would still like to schedule a UPS pick up
- You will receive an email directly from UPS with a date and time that they will pick up the package
- Please note: The pickup is scheduled through UPS
- Securely package the equipment yourself in one cardboard box using packing material
- Meet the UPS driver at the scheduled date and time and provide him/her with the package

- The UPS driver will provide the label
- You have three (3) attempts to provide the package to UPS
- After the third failed pick up attempt, you may be subject to any fees and/or costs associated with the return of Hotwire Equipment, including, but not limited to, the full retail price to replace any equipment. Additional fees and/or costs may apply.
- 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 anytime by calling Customer Care

Option 4: Drop-off the Equipment

Boynton Beach Office: 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: 1415 Martin Luther King Jr. Ave, Salisbury, NC. 21144
Monday - Friday | 9:00AM - 5:00PM

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

- You will be provided a receipt confirming your return details and it will be removed from your account within 48 hours

* You *MUST* have a valid email address associated with your account for this option.

¹ 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 four (4) 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.