



Dexcom G6 CGM System for Personal Use Owner's Manual

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LBL016234

**Online Return Instructions
Andorra, Australia**

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Technical Support Return Instructions

1. Please repackage your faulty product in the return kit provided.
2. Generate a Reply Paid Australia Post return label.
 - a. Go to return.auspost.com.au/AMSL_DIABETES
 - b. Enter your Return Authorisation Number. This will be emailed to you following your interaction with the Technical Support team. Please contact us on diabetes@amsl.com.au if you have not received this.
 - c. Enter your details and submit.
3. Print and securely attach the label to the return kit and drop the package off at your nearest Australia Post box
OR present an electronic copy of your generated label to your local Australia Post Office to print and attach at the post office and send from there.

Please contact us on 1300 851 056 or diabetes@amsl.com.au if you have any issues.

All return kits contain packaging and a shipping label for the return of your product when this is requested by

Technical Support.

- Drop the package off to a FedEx service point <https://local.fedex.com/en-ca> or Call FedEx (1-[800-463-3339](tel:800-463-3339)) to arrange a pick-up

Technical Support Return Instructions

All return kits contain packaging and a shipping label for the return of your product when this is requested by Technical Support.

- UPS return label
- Please take the package to your nearest UPS drop off point – <https://www.ups.com/dropoff/>

Return instructions from Technical Support

All return packages include packaging material and a prepaid label for the return of your product at the request of our Technical Customer Service.

- UPS return label
- Take the package to the nearest UPS drop-off point – <https://www.ups.com/dropoff/>

United Kingdom

Technical Support Return Instructions

All return kits contain packaging and a shipping label for the return of your product when this is requested by Technical Support.

- DPD return label

Please take the package off to your nearest DPD drop off point <https://www.dpdlocal-online.co.uk/products-and-services/dpd-drop-off>

United States

Important Return Instructions

Quality products and outstanding customer service are top priorities at Dexcom.

We apologize for any inconvenience you have experienced and are dedicated to maintaining your confidence in our company.

Please follow the return instructions in your return kit in a timely manner to ensure proper evaluation of your product and to keep your account in good standing. You will not be charged any shipping fees when using this label.

Technical Support Return Instructions

Please return all devices in packaging provided along with shipping label per the instructions given by Technical Support.

Drop the package off to a FedEx service point <https://local.fedex.com/en-us> or call FedEx to arrange a pickup at your home by calling 1-800-GO-FEDEX.

If you have misplaced your shipping label:

1. Call Dexcom Technical support on 1-[844-607-8398](tel:844-607-8398) to request a new shipping label
2. Provide an e-mail address that we can send the label to
3. Print the label and attach it to the shipper provided

If you have any questions, please reach out to Dexcom Technical Support on 1844-607-8398

New Zealand

Technical Support Return Instructions

Package your faulty product ready for return.

- Please return all devices in packaging provided per the instructions given by Technical Support.
- Place the faulty product inside the return satchel provided Book a collection with NZ Couriers by calling the NZMS office on 0800 500 226.
- If you receive a regular service from New Zealand Couriers, simply hand the parcel to your courier.
- NZ Couriers are unable to collect from rural addresses, you will either need to book pickup from another address or drop off at a local agent – <https://nzcxtras.co.nz/nearestlocation>
- Keep a copy of the prepaid ticket number for your records

Complete hand off to your courier or nearest agent.

Please contact NZMS on 0800 500 226 if you require assistance with your return.

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Documents / Resources

	Dexcom G6 CGM System for Personal Use [pdf] Owner's Manual G6 CGM System for Personal Use, G6 CGM, System for Personal Use, Personal Use, Use
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References

- [Find FedEx locations in Canada](#)
- [FedEx - Shipping and printing locations near you](#)
- [Trouver les points de dépôt FedEx au Canada](#)
- [Maps / Nearest Location | Development | NZ Couriers](#)
- [Maps / Nearest Location | Development | NZ Couriers](#)
- [DPD Parcel Drop Off | DPD Drop Off Point | DPD Online](#)
- [User Manual](#)

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