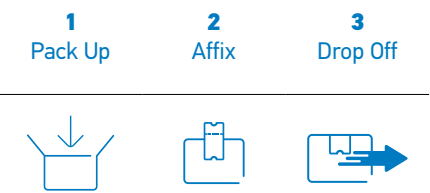


EQUIPMENT RETURN INSTRUCTIONS



We're committed to bringing you the best in video entertainment every day. Here's how to return your non-working receiver back to us.

To avoid non-return fees, follow important return instructions at the end of this document.



1 Pack up your equipment

- Pack up only the DIRECTV equipment that needs to be returned in the box your replacement equipment came in or in another suitable box. Do not include your remote control, cables, accessories, or any personal equipment such as DVD players.

Note: If, for any reason, you removed the access card from your equipment, be sure to return it in the package as well.

2 Affix the label

- Tear off and keep the bottom receipt portion of the label for your records. Affix the return shipping label to the box.

3 Drop off the box

You can drop off the package at your local Post Office™ or The UPS Store® location. Your return will not be noted on your account until we receive it, which could take up to 2 weeks.

For the fastest return method:

- Take your equipment directly to your nearest FedEx® Office Print & Ship Center or The UPS Store® location. No need to pack anything—just bring your equipment in a sturdy bag or open box along with your 9-digit account number (located on the packing slip on your bill).
- Your equipment will be scanned, packed, labeled and returned to DIRECTV. Once your equipment is scanned, your return will immediately be noted on your account.

Find the closest locations:
FedEx® Office Print & Ship Center go to [fedex.com/attreturns](https://www.fedex.com/attreturns)
or call **800.463.3339**
OR
The UPS Store® go to [theupsstore.com](https://www.theupsstore.com) or call **800.789.4623**

Important Information

We must receive your non-working leased receiver within 21 days of your replacement order date to avoid non-return fees. Non-return fees are based on type of receiver: DVR (\$135), HD (\$45), HD DVR (\$135), Genie® HD DVR (\$135), Genie® Mini (\$45), Wireless Video Bridge (\$45), or Genie Lite™ (\$45).

For more information, go to directv.com/support



Instructions can be found online at directv.com/equipmentinstall or by scanning the QR code.

