

## Neopost USA Equipment “Take-Back Plan”

**Neopost USA offers a take-back program for only Mailing Equipment. This program will be offered at no charge to the end user. Neopost USA will collect the equipment within 30 calendar days of an agency’s written notification.**

Collection – How the contractor will collect the office equipment.

**The Mailing Machines will be collected either by a trucking service that is dispatched and utilized by Neopost or if in an authorized dealer territory, it will be collected by an authorized Neopost or Hasler branded dealer.**

Packaging and Shipping Instruction – shall include Packaging and shipping instructions and but not limit to the following:

- a) Contractor shall provide packaging material.

**Agencies that are in a direct branch territory, will utilize Federal Express or Neopost’s trucking company, Seko Logistics Trucking. If the equipment is being shipped back to Neopost USA via the trucking company, Neopost USA does not provide packaging materials for equipment being returned. In the event that an agency is located within a local dealer/reseller territory, the dealer is to pick up the equipment. Packaging materials would not be necessary. The carriers utilized for returns are FedEx and Seko Worldwide Freight Company.**

- b) Shipping papers, address and return labels etc.

**If equipment is being shipped back to Neopost USA via the trucking company, Neopost USA will provide return labels and shipping information. In the event that a local dealer is to pick up the equipment, shipping papers and return labels are not necessary.**

- c) Procedures to notify contractor of pickup.

**Agency is to call the Customer Service Support telephone line identified in the “Key Contacts Document”. Once Neopost is notified and the shipping documentation and labels are received by the agency, all pickups are scheduled online for FedEx pick-ups (equipment under 50 lbs). For equipment over 50 lbs, Seko Logistic Trucking Service is utilized. The Agency will call the Customer Service Support telephone line identified in the “Key Contacts Document”. Once Neopost is notified, Neopost will make the request and schedule the pickup.**

Authorized Person(s) and/or Company – Identify the person(s) and/or company authorized to pickup, transport and accept office equipment. Contact information phone number and address should also be provided.

**FedEx and Seko Logistics Shipping are the authorized pick up and transportation avenues. In addition, the local servicing entity (see both Neopost and Hasler “Attachment D Authorized Dealers Partners, Sales and Service Providers”) is authorized to pick up equipment and return to Neopost.**

**There is a link for FedEx after Neopost sends the labels via email to the customer/agency. They can then logon and schedule the pickup. There is a logon link below for Seko that the customer can use to track the shipping once it is picked up but Neopost would need to make the online request. Please see below:**

**To schedule the pick-up of your returned items via Federal Express:**

- **Call Neopost USA Customer Service – Key Contact**
- **Neopost will email the proper labels and shipping documentation**  
**For FedEx (packages under 50 lbs):**
- **On-Line - click on the link below to schedule a FedEx pickup:**  
**<http://fedex.com/us/services/us>**
- **Click on the Ship tab and select Schedule a Pickup.**
- **From the menu on the left select Schedule a Ground Return Pickup**



- Follow the directions displayed on the page.

By telephone - Schedule a pickup by calling 1-800-Go-FedEx.

For Seko Logistics Trucking:

- Call Neopost USA Customer Service – Key Contact
- Neopost will email the proper labels and shipping documentation
- Neopost will schedule the pickup of the equipment
- Agency can track their shipment via the link below:

<http://www.sekologistics.com/home/track.aspx>