



## Return Shipping Instructions

Please return Greater Giving equipment within four business days after your event or late fees may apply.

### Steps for Returning Equipment

After final charges have been settled to the bank and declines have been resubmitted it is time to return all Greater Giving equipment.

1. Clear all terminal data (see Quick Start Guide for details).
2. Return all equipment to the white packing case.
3. Verify that all equipment is in the case by referring to the Packing Slip. (A fee will be assessed for any missing or damaged items).
4. Place the white packing case into the brown cardboard box and tape it shut.
5. Place the UPS Ground shipping labels provided by Greater Giving on the cardboard box over the original shipping label.
6. Retain the back portion of the shipping label as a receipt.

**Shipping the white carrying case without the cardboard box can damage equipment and will result in a damage fee.**

### Package returns are easy with UPS Ground

**UPS Package Pickup** – Place the UPS return label on the cardboard box that the equipment arrived in. If you have a regular UPS Ground pickup, place the box in the regular pick up area. If you do not have a regular UPS Ground pickup and would like to schedule one, visit [www.ups.com](http://www.ups.com) or call 1-800-PICK-UPS (800-742-5877). Note: there may be a fee incurred by UPS for this service.

**Dropping a Package at a UPS Location** – packages can also be dropped off at any UPS Ground location – Visit [www.ups.com](http://www.ups.com) and select the location tab or call 1-800-PICK-UPS (800-742-5877) to find nearest drop off location.

**Questions** – the Greater Giving Client Service team is available to assist Monday through Friday 6:30 AM to 5:00 PM PT at 1-866-269-8151 or at [support@greatergiving.com](mailto:support@greatergiving.com)

**Greater Giving's Address** – 1920 NW Amberglen Pkwy, Ste 140, Beaverton, OR 97006