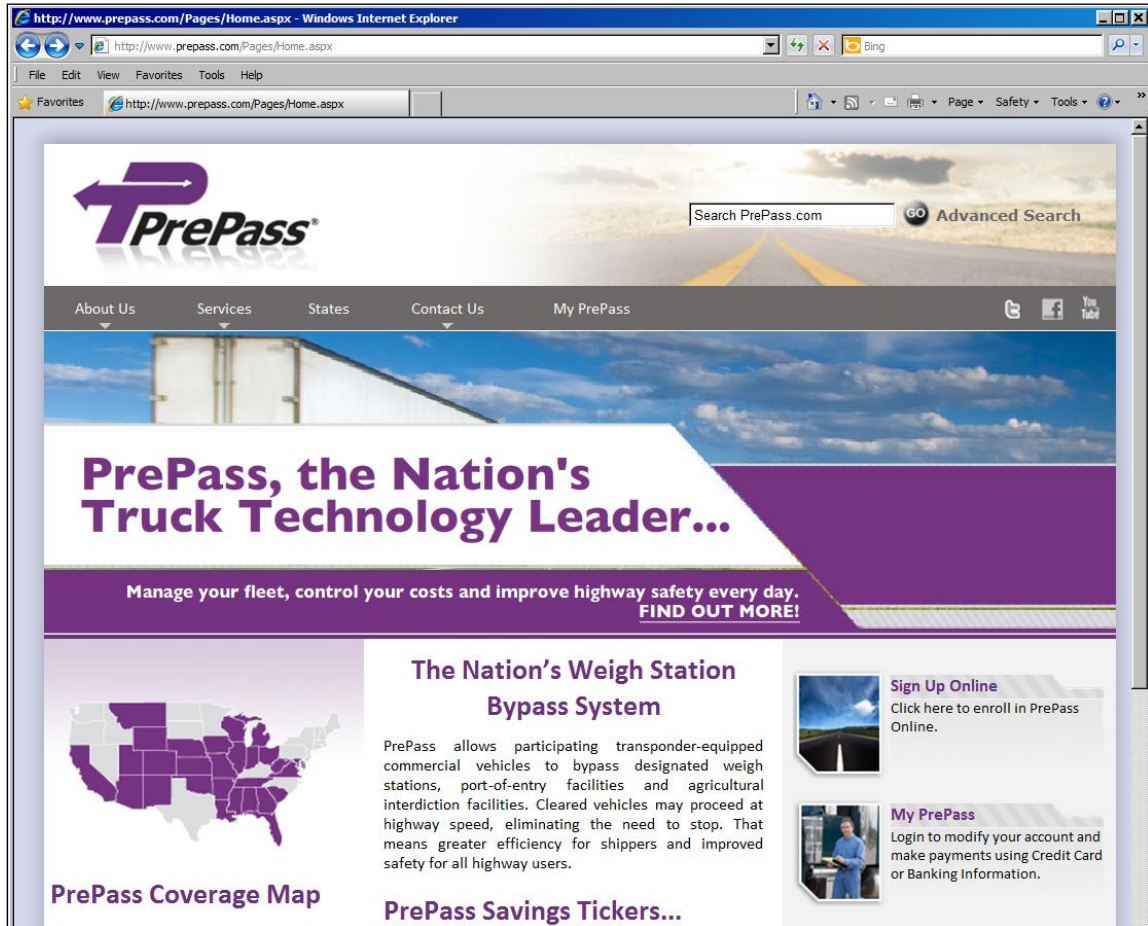


## How Do I Return a Device?

1. Open your Internet Explorer browser and navigate to <http://www.prepass.com>.  
The **PrePass.com** home page appears.



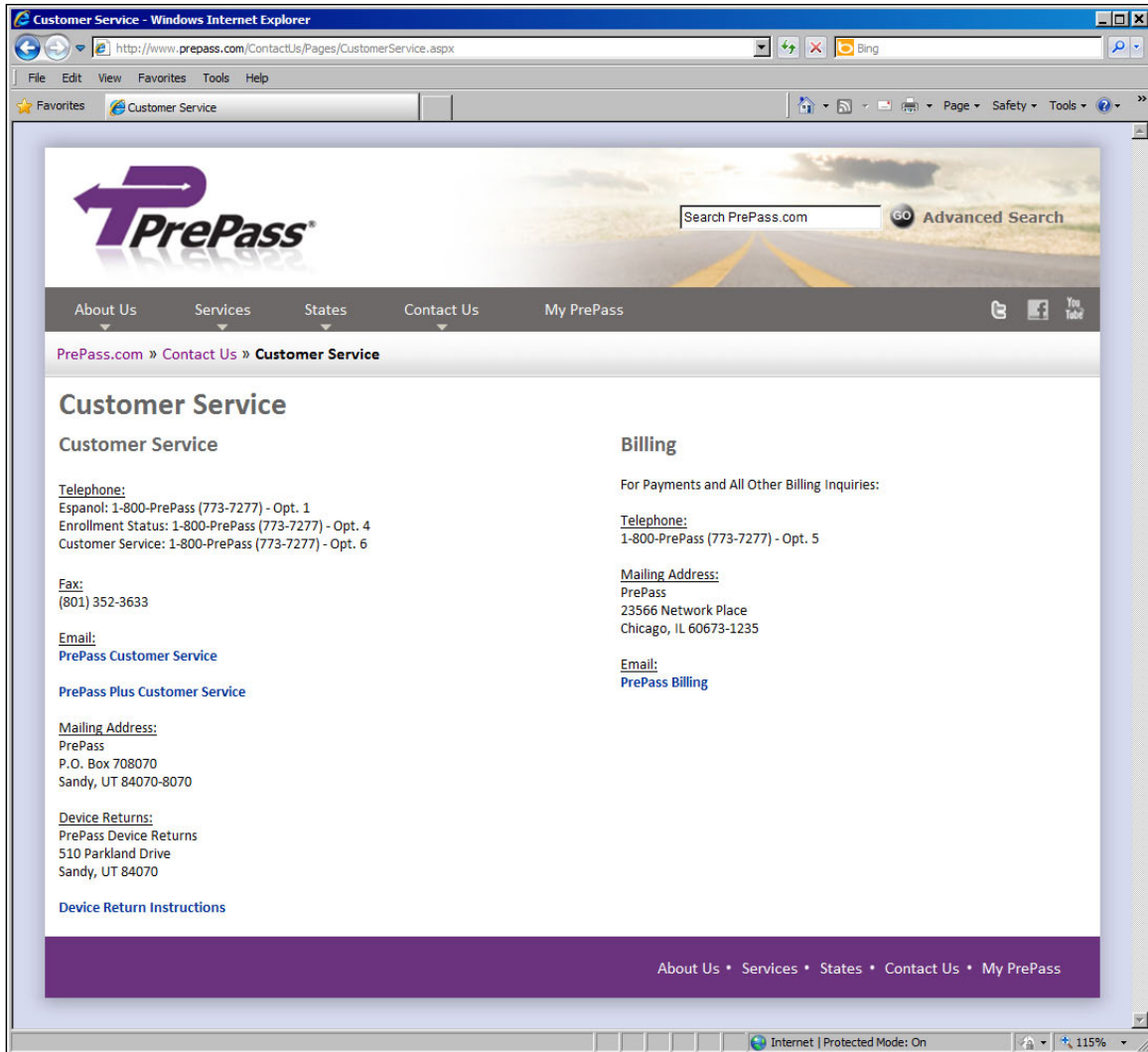
2. In the menu bar, move the cursor over the **Contact Us** link.  
A drop-down list appears.



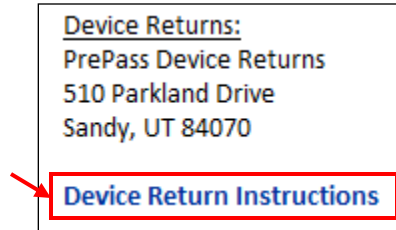
3. Select **Customer Service** from the drop-down list.

The software:

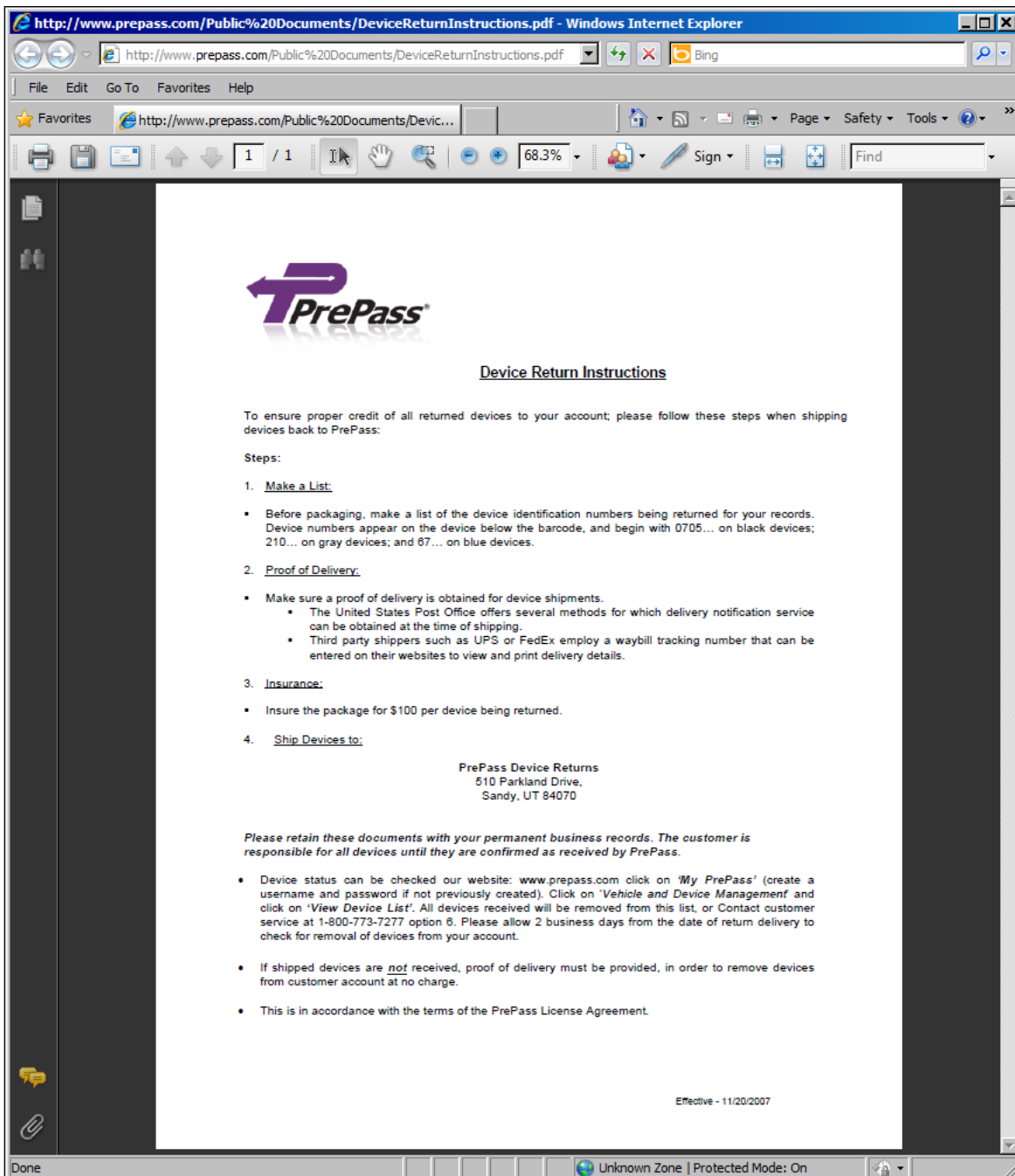
- Closes the drop-down list.
- Displays the **Customer Service** screen.



4. Click [Device Return Instructions](#).

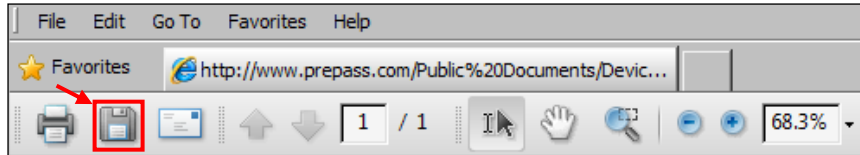


A separate window with a PDF of the **Device Return Instructions** sheet appears.

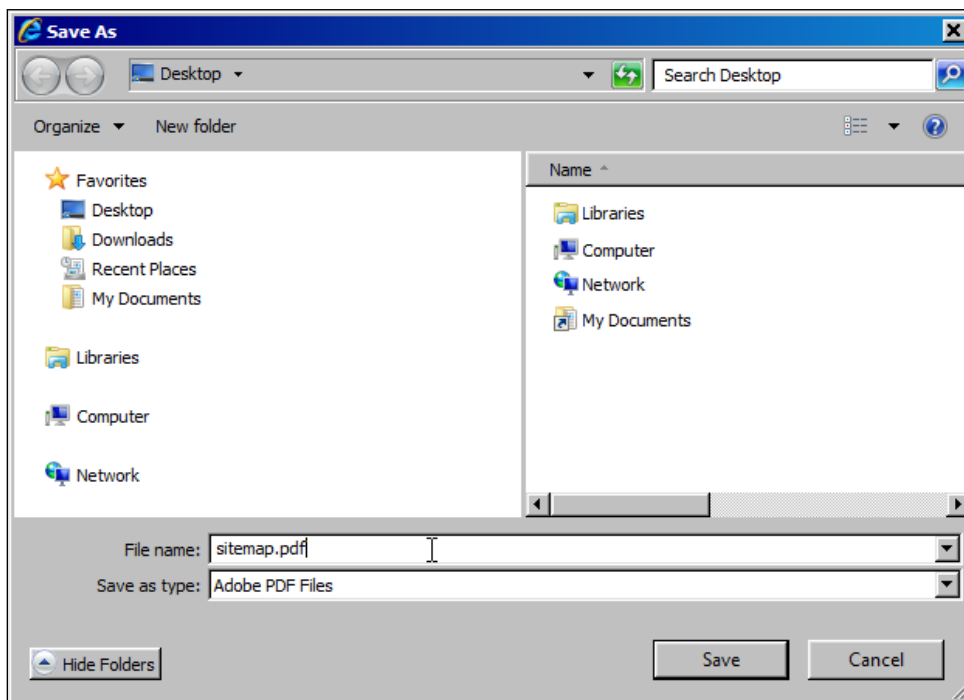


5. To save the PDF of instructions, proceed with this Step. Otherwise, proceed to Step 9.

In the toolbar of the PDF window, click .



A separate **Save As** dialog box appears.



6. If you want to change the file name, enter a new name in the **File name** field.
7. Click the **down arrow** next to the **Save in** field and navigate to your workstation desktop to save the file.
8. Click **Save**.  
The software:
  - Closes the **Save As** dialog box.
  - Saves the PDF file to your workstation desktop.
9. Identify, pack, and label the box of devices as described in the instruction sheet.
10. Send the box containing one or more transponders to the address listed on the **Device Return Instructions** sheet.
11. Click **X** in the upper-right corner of the PDF window containing the **Device Return Instructions** sheet to close the window.
12. Click **X** in the upper-right corner of the window containing the **Customer Service** screen to close the window.