

Brightspeed HSI Return Policy

If you are returning equipment because you are canceling or terminating service:

If you leased your equipment from Brightspeed, you must follow the Brightspeed Return Procedure described on page 2 and return your equipment within 30 days after terminating your service or Brightspeed will charge you the full retail cost of the equipment. If you return your equipment after the 30 days, you will not receive credit for the charge, and the equipment will not be returned to you.

If you purchased your equipment from Brightspeed, you will receive billing credit for your returned equipment only if:

- a) The equipment is in new condition;
- b) Your service was terminated less than 30 days after your purchase; and
- c) You follow the Brightspeed Return Procedure and Brightspeed receives the returned equipment within 30 days of service termination.

If you cannot comply with (a), (b), and (c), you should keep the equipment because you will not receive credit and the equipment will not be returned to you.

If you are returning equipment because the equipment is defective:

If you have already received your replacement equipment, you must follow the Brightspeed Return Procedure described on page 2 and return your old equipment within 30 days or Brightspeed will charge you the full retail cost of the equipment. If you return your old equipment after the 30 days, you will not receive credit for the charge, and the equipment will not be returned to you.

If you have NOT already received your replacement equipment:

- a) You must have called Brightspeed Technical Support at 1 833-692-7773 to confirm that your equipment needs to be replaced and that one of the following is true:
 - You lease your equipment from Brightspeed;
 - You purchased your equipment from Brightspeed and you have a qualifying tier of Brightspeed @Ease; or
 - You purchased your equipment from Brightspeed and it is within one year from your purchase date.
- b) Follow the Brightspeed Return Procedure to return your old equipment and Brightspeed will send your replacement equipment within 30 days.



Brightspeed HSI Return Procedure

1. Pack the return box with the equipment and all power cables that were supplied by Brightspeed. This includes any cables and wireless accessories.
2. You can help to ensure that your package arrives safely and on time by following these UPS packaging guidelines and procedures:
 - Use a rigid box with flaps intact
 - Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
 - Use adequate cushioning material
 - Use strong tape designed for shipping
3. To print your return label, go to <https://www.brightspeed.com/help/internet/modems-and-routers/how-to-pack-and-return-the-modem.html>
4. Attach the return shipping label to the box.
5. Take the box to any authorized UPS Shipping Center, which include:
 - The UPS Store
 - Staples
 - Postnet International Franchise Corp
 - Postal Annex + Inc.
 - Pak Mail Centers of America
 - Parcel Plus Handle with Care Packaging StoreOr go to <https://www.ups.com/dropoff> to find your nearest location.