



Returning your eMedia Recycler

Please follow the steps below to return your eMedia Recycler:

You will need:

- Packing tape
- GreenDisk supplied shipping label
- Scale
- Packing materials

1. Prepare the EMedia Recycler for shipping

- Undo all 4 flaps on the top.
- Add packing materials to minimize movement during shipping. The plastic bag that was used to ship the EMedia Recycler or crumpled newspaper work well.
- Fold the two small side flaps into the opening.
- Fold in the back flap (the one with the eMedia Recycler name).
- Fold in the remaining flap with the word “HERE” on it.
- Bend the scored end (with the tab) over the edge of the box and tape it shut.
- Your box should be rectangular. Tape over all edges of both the top and the bottom.

2. Print your FedEx label

- Find the token number on the back of your EMedia Recycler.
- Weigh the box. An official box scale is not necessary; even a bathroom scale is fine.
- Complete the form online: Go to www.greendisk.com. Choose Pickup from the menu.
- You will receive an email with your shipping label **which must be used within 10 days**.
- Tape your label to the EMedia Recycler in the square box that says “Put Label Here”.

3. Schedule a FedEx pickup:

Call FedEx to schedule a pickup. The EMedia Recycler can also be dropped off at any FedEx location.

- Dial FedEx **1-800-463-3339**.
- When the automated phone system asks the first question - dial ‘0’ on your phone.
- The system will then ask if you are calling, say ‘**Ship a package**’.
- When asked if your request involves a location from outside of the US, say ‘**No**’
- A FedEx agent will then come on the line to help with scheduling your pickup.
- Tell them you need a pickup for a package being sent *Ground* that already has a label. Specify that this is the Return Manager service.
- If they ask for the tracking number, it is located below the bar code. There are three sets of numbers. The tracking number is the combination of the second two sets starting with 2892090. Ground service pickup is scheduled for the following business day.

For any questions, contact GreenDisk Customer Service with your token number at customerservice@greendisk.com or 800-305-3475.