

Instructions for Shipment of Product from Maryland for Recycling

For all Maryland-based customers, product sent to UTC RETAIL for recycling will be handled at UTC RETAIL's expense. Please email support@utcretail.com to arrange product shipment back to UTC RETAIL for recycling. Once we have gathered the specifics on the equipment to be returned, UTC RETAIL will send you a carrier shipping label for the covered products. You are required to pack the returning equipment in the original packaging. If packaging materials are needed, UTC RETAIL will provide alternate packaging material at no charge to the customer. Please request alternate packing materials at the time you request a product recycling return shipping label.

Complete the following steps to return UTC RETAIL logoed product from Maryland for recycling:

- Remove all confidential and personal data from the system.
- Securely package the equipment.
- Affix the Return shipping label provided by UTC RETAIL.
- Contact the carrier for pick-up.
- Email support@utcretail.com confirming the equipment ship date.