

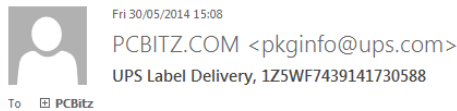


## Returning an Item Using UPS

Should you get a problem with an item we can arrange UPS to collect from you at our expense. All we need is your collection address and email address (so we can send the request to you). The email will come from [pkginfo@ups.com](mailto:pkginfo@ups.com) once we have completed our end of day process around 3:30pm. *If you do not have a printer please make us aware.*

### Step 1

Open the email once you receive it. If this does not come into your inbox please check your Spam folder. The email will look something like below:



UPS Returns Label Delivery

This notice tells you that a UPS shipper has sent you an electronic label.

You can print and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 30 days.

Note: When retrieving your label below, we will provide you with both a UPS Returns Label and Commercial Invoice if the invoice was prepared by the original shipper.

[View UPS Returns Documentation Instructions](#)

[Retrieve Your Shipment Label](#)

[Schedule a Collection](#)

[Get the Receipt](#)

[Find the Closest Service Location](#)

[Find Out More About Returning Your Shipment](#)

### Step 2

Click "Retrieve Your Shipment Label".

This will open up a new webpage taking you to the UPS website. Print this form and stick the label to the box. The label will look something similar to the right.

### Step 3

Click "Schedule a Collection".

1. Again this will take you to the UPS website. When asked if you have a pre-printed label click yes. The tracking number should be automatically entered.
2. Enter your collection address details (ignore the UPS account number box)
3. Select how many packages you are returning and the total weight (roughly)
4. The UPS service will be UPS Standard.
5. Select a collection date and time to suit you.
6. If you wish you can select "Collection Notifications". This will allow you to have an email update on the progress of your package.

PCBITZ.COM 16A WATLING STREET BUSINESS PA CANNOCK WS119XG	1 KG	1 OF 1
SHIP TO: PCBITZ.COM WATLING STREET BUSINESS PARK UNIT 16A CANNOCK WS119XG		SHP#: 5WF7 43G8 J9C SHP WT: 1 KG DATE: 30 MAY 2014
	<b>GBR 493 9-02</b> 	
<b>UPS STANDARD</b> TRACKING #: 1Z 5WF 743 91 4173 0588		
		<b>RS</b>
BILLING: P/P DESC: RMA #Test RETURN SERVICE		
<small>00L14.03.05 WNTW70 93.0A 04/2014</small>		



7. Click next and this will ask you to verify the details entered are correct. If these are correct click next.
8. The next screen will give you confirmation of the return request being completed. At this screen you can still cancel or modify the collection.

### **Receipt**

If you click on the email and select "Get the Receipt". This will load up the UPS website and you can print a receipt page for the UPS driver to sign once he/she collects from you. This is not essential as it is all recorded but it can give you peace of mind.

Should you have any issues please get in touch on 0800 054 6363 or [sales@pcbitz.com](mailto:sales@pcbitz.com)