

## Product Mailback Shipping Instructions

Thank you for deciding to recycle!

Here are your Shipping Instructions

**Step 1:** Select and prepare your box(es). Select boxes that are sturdy enough to hold and protect the hardware that you wish to ship.<sup>1</sup> You are not required to use new boxes, the important thing is that the boxes you choose are in good condition and are adequately sturdy (no holes, tears, or signs of water damage or crushing). If you do not have an appropriate box, a packaging material retail center or packaging service center in your area should be able to assist you in identifying and supplying a suitable box. Reminder: Fed Ex restricts the size and weight of the completed package. For more information please follow the link below:

[https://www.fedex.com/content/dam/fedex/us-united-states/services/GrlPkgGuidelines\\_fxcom.pdf](https://www.fedex.com/content/dam/fedex/us-united-states/services/GrlPkgGuidelines_fxcom.pdf)

**Step 2:** Pack your hardware in the box(es). Ensure that any hardware containing batteries is powered- off and packed so as to remain off. Place hardware in the box(es), surrounding them with generous amounts of cushioning material (such as bubble wrap, foam, etc.) on all sides.

**Step 3:** Close your box(es) and tape all seams closed, cover all seams with generous amounts of durable, wide (approximately 2-inch or greater) packaging tape.

**Step 4:** You will need to place TWO labels on each box being sent:

(1) FedEx Ground Shipping Label

(2) UN 3481 Lithium-Ion Battery Label



Labels (1) and (2) will be sent to your email account shortly. Tape all labels to the outside of your box before dropping off at a FedEx location, or request at-home pickup by following the link below:

<https://www.fedex.com/en-us/service-guide/pickup-delivery.html>

### FedEx GROUND LABELS:

- Affix one return label to each package. Do not use multiple copies of the same label. (If you do not have enough labels, please contact [operations@h2compliance.com](mailto:operations@h2compliance.com))

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<sup>1</sup>For customers in Maryland and New York, free packaging is available upon request.

## Product Mailback Shipping Instructions

- Daily collection customers: Have your package(s) ready for the driver as usual.
- Your tracking number is listed on your pre-addressed shipping label. Please keep a copy for your records.

### Data Removal:

Information regarding device reset can be found at the links below.

### Portal::

<https://portal.facebook.com/help/663538367374135/>

### Oculus:

Oculus Quest: <https://support.oculus.com/298586437740040/>

Oculus Go: <https://support.oculus.com/166300084150879/>

### Disclaimer

Packaging and shipping customer is responsible for proper packaging and labeling hardware in accordance with all applicable legal requirements. H2 Compliance offers suggestions for packaging to assist customer in ensuring that customer's packages arrive safely at the recycling facility with hardware intact—but customer remains responsible for all packaging and labeling obligations.

### For more information please contact us at:

operations@h2compliance.com

650-543-4800