

DM300c Return Instructions

IMPORTANT NOTICE: Postage Meter Return is Mandatory. Please follow the prepaid shipping instructions to return postage meter. Following these steps will avoid the \$1000 fee for failure to return your meter.

1. Withdraw the remaining funds from your meter.

Transfer the remaining postage in your meter into your Postage by Phone account to insure that your funds will be available to fill your replacement meter immediately.

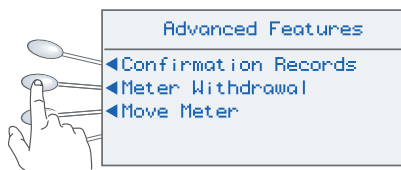
If this is not possible, you can use up all the remaining postage before returning the meter.

If you can not withdraw your remaining funds, then proceed to Step 2. Pitney Bowes will transfer your funds into your Postage by Phone account within 6-10 days of receiving your meter.

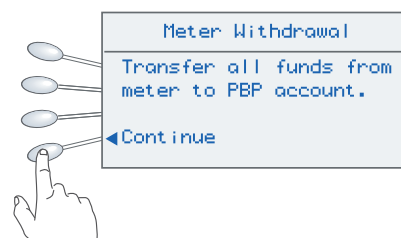
A. To have a record of the amount of postage in the meter, print the **Funds Report** by pressing the Funds key, then press the **Menu** key, and then select **Print Funds Report**. Insert an envelope to obtain a record of the transaction. When done, select **No** to return to the main screen.

B. Press **Menu** and page down to select **Advanced Features**.

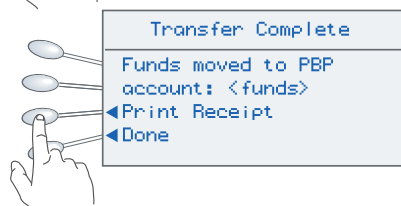
C. Select **Meter Withdrawal**.



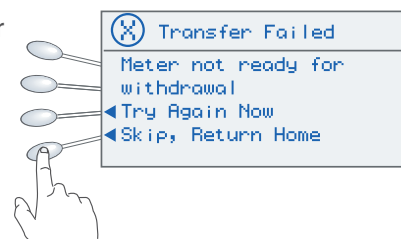
D. Select **Continue**. Please wait while meter connects to the Pitney Bowes Data Center. This may take a few minutes.



E. If the transfer is complete select **Print Receipt** and follow the prompts.



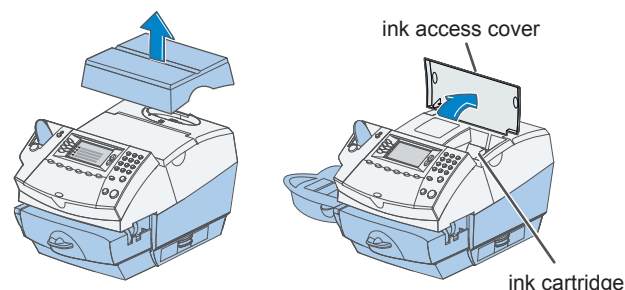
If you receive a Transfer Failed message, press **Skip, Return Home** and call Pitney Bowes at 844-256-6444.



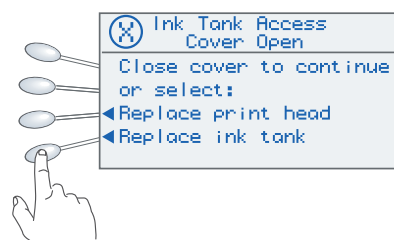
2. Disassemble the old meter.

Note: Do not unplug power cord until instructed.

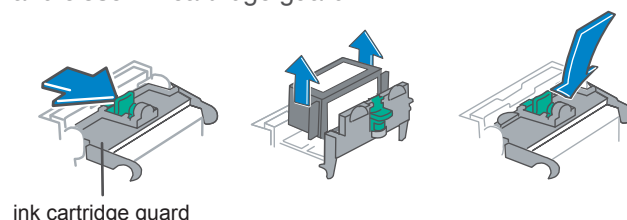
A. Remove weighing platform and open ink access cover.



B. Select **Replace ink tank** to move the ink cartridge carriage to the replacement position.

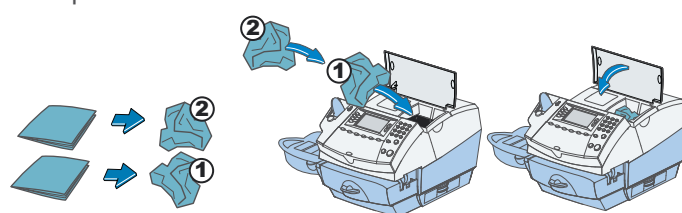


C. Open ink cartridge guard, remove ink cartridge, and close ink cartridge guard.



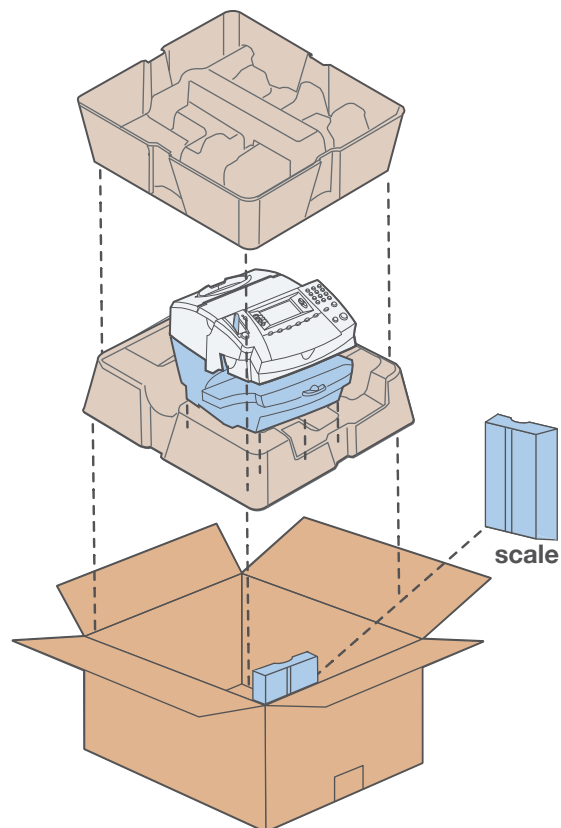
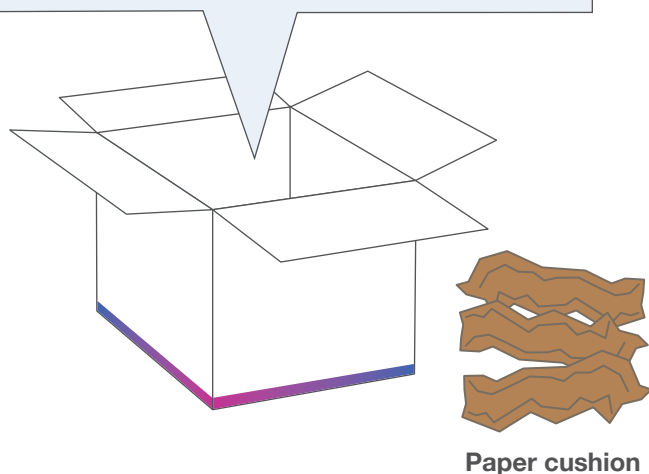
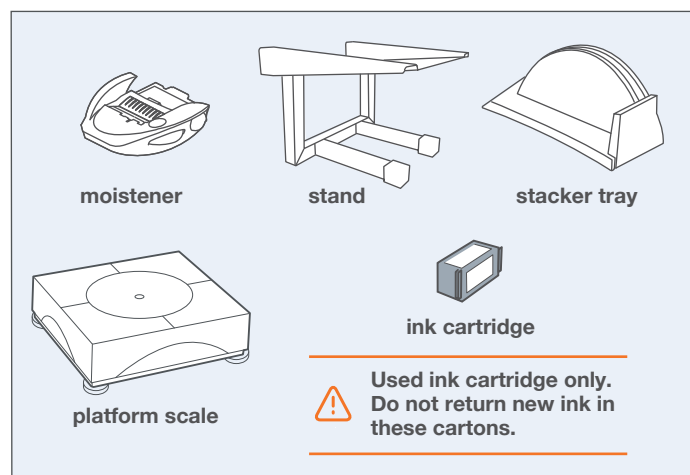
D. Close the meter top cover and wait for the ink carriage to move back in. Then wait for 5 seconds and turn off the power switch. Wait five more seconds and then disconnect all the cords from the back of the meter.

E. Re-open the meter top cover. Crumple the folded cloths provided in the kit and insert the cloths in front of the printer mechanism as shown. Close the meter top cover.

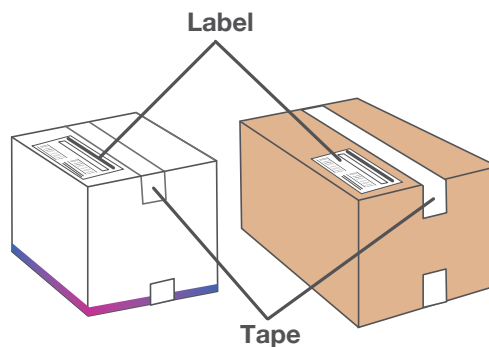


3. Pack the meter for shipment back to Pitney Bowes

- A. Place the meter and scale in the brown box provided as shown in the illustration on the right. Seal the top of the carton with tape provided.
- B. The below list of items can be returned along with any cords in the **white** box from your replacement meter. Separate items with the provided paper cushion.



- C. Seal the top of the carton with tape provided.
- D. Apply a prepaid UPS shipping label to each box over old shipping labels and return via your local UPS agent or drop off location.
- E. Retain the customer portion of the prepaid shipping label for tracking purposes.



If additional packaging is needed or if you have questions, visit www.pitneybowes.com/us/returns or call Pitney Bowes at 844-256-6444.