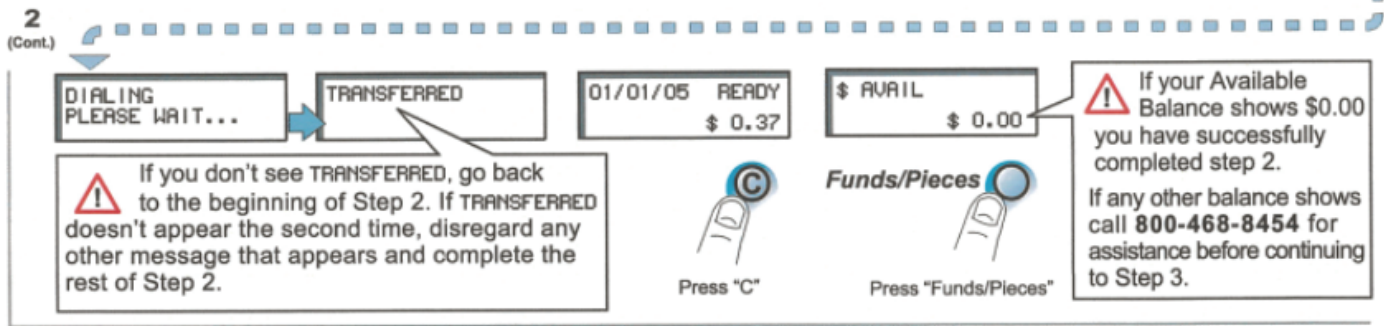
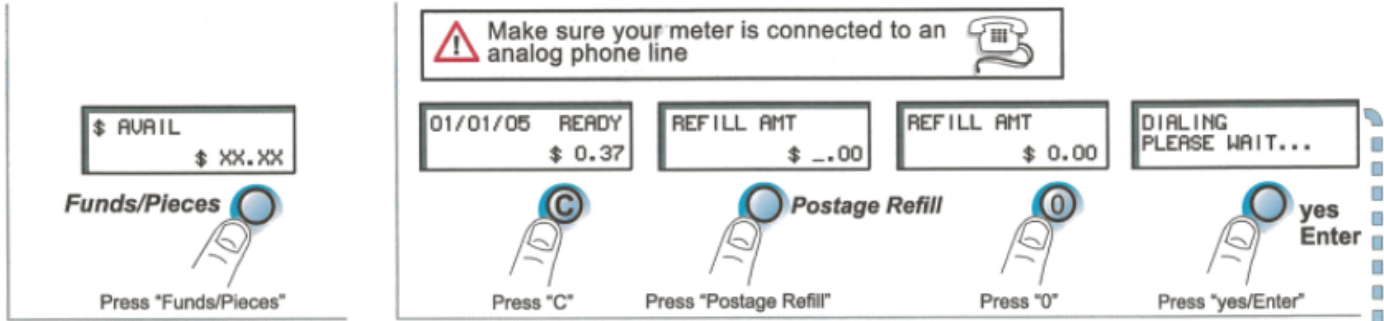




Postage Meter Return is mandatory

1 Check Available Balance 2 Transfer Funds From Your Meter to Your Postage by Phone™ Account



3 Claim Your Postage Funds

If you Already Closed Your Account/No Longer a Customer

If you already closed your account / no longer a customer
Any prepaid postage account balance (that was not free postage provided by Pitney Bowes) will be refunded.

If you had a prepaid USPS or Reserve account for your postage, you will receive a refund check from USPS in about six weeks only if you fax all of the following required information:

- Your Company Letterhead
- Your Name
 - Address
 - Phone number
 - Account number
 - Your Signature



You DO NOT need to fax for a refund for the following:
If you paid for postage by credit card, you will see your refund as a credit on a future credit card statement.
For Purchase Power® customers, refunds will first be applied to any outstanding invoices; you will see any remaining refund as a credit on your next Purchase Power® statement.

Continued on back

OR Changing Your Meter

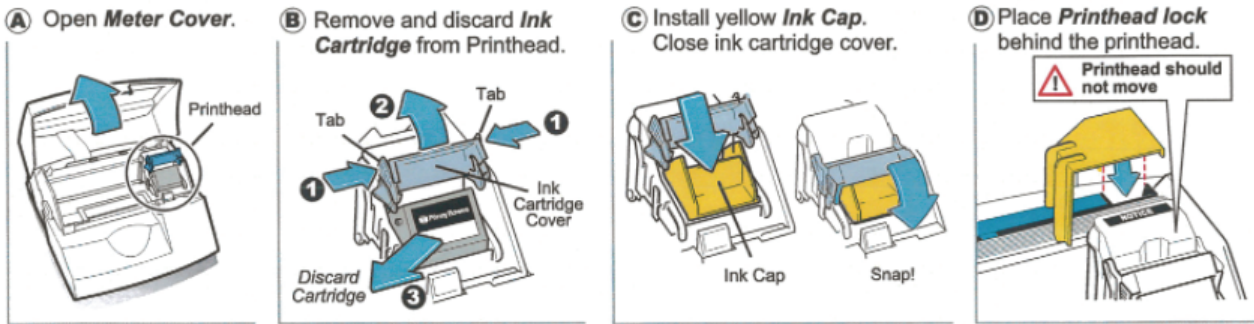
If you are replacing your meter with the exact same model # your funds will be available for your new meter.

If you are changing your meter to a different model # please call 800-243-7800 to arrange a postage payment option for your new model.



Continued on back

4 Secure the printhead



How to Pack your Postage Meter for Return

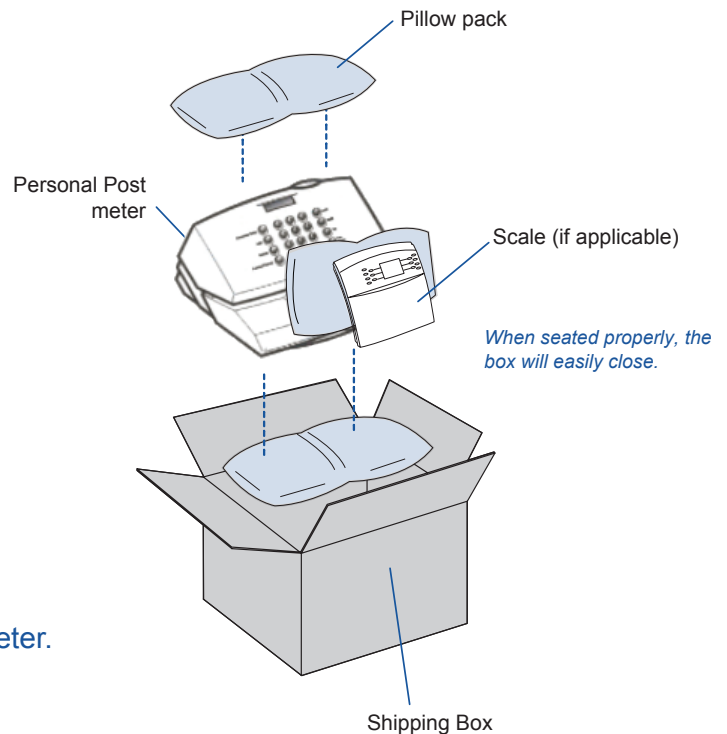
Everything you need to ship the meter back is included in this package.

You should have:

- Pillow pack packing material (for meter)
- Shipping box
- Packing tape to close box
- Pre-paid shipping label

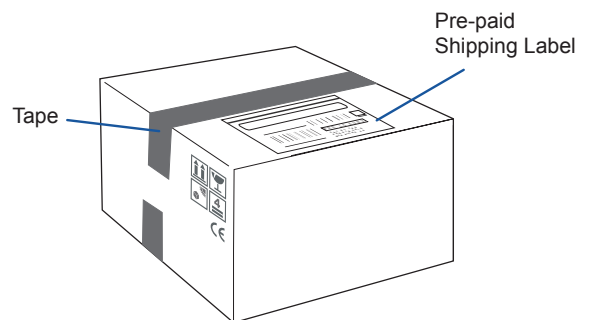
5 Pack your old meter

- Unplug the meter from the power.
- Disconnect scale (if applicable)
- Place pillow packs on bottom and sides of the shipping box
- Place meter in the shipping box, bottom side down, back against the wall of the box.
- If you have a scale place it in front of the meter. Separate by pillow packs if possible. (Size of the scale may vary depending on the model)
- Place the remaining pillow packs on the top of the meter.



6 Prepare the box for shipping

- Tape box closed across the top and down both sides, using packing tape provided.
- Remove old shipping label from the box (if applicable)
- Apply new pre-paid UPS shipping label.
- Contact your local UPS Carrier or bring your return package to any UPS Drop-Off location.
- Please retain the customer portion of your shipping label for tracking purposes.



If you have any problems with these steps call customer support at 1-800-522-0020 or visit our website at www.PBDirectReturn.com