



## RETURNS AND EXCHANGES

Items may be returned for exchange at any time in good working order. Returned items due to malfunction are covered by our lifetime warranty which can be found at [OneStepGPS.com/warranty](http://OneStepGPS.com/warranty).

Devices returned in poor or non-working conditions not covered by our warranty will be charged to the customer.

If you're returning devices that have been replaced, please do so as soon as possible to avoid any changes to your subscription fees. If we don't receive the returned devices within 30 days, your subscription count will go up by the number of unreturned devices, and future billing will include all devices on your account, whether they're in use or not.

If you are canceling or reducing your subscriptions, please remember that all loaned GPS equipment needs to be returned to One Step GPS before we cancel your subscription or adjust your billing.

Your subscription is covered by our **Terms and Conditions** ([OneStepGPS.com/terms-and-conditions](http://OneStepGPS.com/terms-and-conditions)) and **Privacy Policy** ([OneStepGPS.com/privacy-policy](http://OneStepGPS.com/privacy-policy)).

You can contact One Step's Customer support team at [Support@onestepgps.com](mailto:Support@onestepgps.com) or by calling (818) 659-2031 during our regular business hours, Monday through Friday, 5:00 a.m. to 5:00 p.m. Pacific time.

## INSTRUCTIONS

1. Please complete the returns section below for all returned items. If necessary, use the back of this form.
2. Carefully repackage the equipment and be certain to include this Return Form to ensure timely processing.
3. Attach the return label to package if label was provided. See below for address if you do not have a label.

	Device Name	Device Type	Reason (letter)	Return or Exchange (check one)
1				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
2				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
3				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
4				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
5				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
6				<input type="checkbox"/> Return <input type="checkbox"/> Exchange

Reasons:

No Longer Needed: **A** Defective: **B** Wrong Type of Device: **C** Other: **D** (please specify on other side)

**Returns sent without using a prepaid label should be shipped to:**

One Step GPS – Returns Department  
675 Glenoaks Blvd #C  
San Fernando, CA 91340

Enter additional devices here:

	<b>Device Name</b>	<b>Device Type</b>	<b>Reason (letter)</b>	<b>Return or Exchange (check one)</b>
7				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
8				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
9				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
10				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
11				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
12				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
13				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
14				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
15				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
16				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
17				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
18				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
19				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
20				<input type="checkbox"/> Return <input type="checkbox"/> Exchange

If you are returning the equipment for other reasons, please specify here:

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