



# Zebra Repair Center Packaging Guidance

## Accessories

1. **Accessories Replacements Covered by Zebra OneCare™:** Zebra OneCare™ support services that include comprehensive coverage (Zebra OneCare Essential, Select, and On-Site services, for example) provide for replacement of damaged or lost accessories that were originally shipped together with your Zebra mobile computing device. (Refer to Zebra's [Accessories Applicability Matrix](#) for a list of accessories that are eligible for replacement.) [Learn more](#) about requesting accessories under comprehensive coverage.

*Requesting Accessory Replacement.* If you have already included a request for accessory replacement at the time that you submitted your repair authorization request, new accessories will be provided with your repaired device. If you have not yet requested accessory replacement for the specific device now authorized for repair, please contact Zebra's Repair Help Desk immediately to add this request to your repair authorization. Use the contact method most convenient for you from Zebra's Contact Support web page ([www.zebra.com/support-contacts](http://www.zebra.com/support-contacts)).

2. **Packaging of Accessories for Replacement.** To avoid further damaging the device(s) you are submitting for repair, pack accessories for replacement in bubble wrap or similarly protective packaging material, and package heavy or sharp accessories separately.
3. **Remove All Other Accessories.** Please remove SIM cards, SD memory cards, batteries (unless submitted for replacement as described in the *Batteries* section below), cables, power cords, cradles, and other accessories, and do not include these items in your repair shipment. If an accessory cannot be readily removed from the device, do not attempt to forcefully remove the accessory; leave the accessory attached to your device.

## Batteries

4. **Eligibility.** Customers whose devices are covered by a valid Zebra warranty (as described in the applicable [Zebra Terms & Conditions](#) on Zebra.com) or who have purchased optional Zebra OneCare™ Battery Maintenance or Replacement services, may be eligible to return batteries to Zebra for replacement. If your battery is not eligible a replacement, click [here](#) for information on how to recycle your battery.
5. **Shipment of Batteries.** Please confirm with your shipping carrier for guidance when shipping batteries or any materials that may be classified as dangerous goods. **Do not ship damaged batteries** (e.g. if batteries are bloated, emit a burnt smell, have cracked housing, or the inside of battery is exposed etc.) to the repair center. If the battery exhibits any of these characteristics or if advised by your carrier, please contact [Zebra Support](#) for assistance. Restrictions may vary by country of origination, transfer, and destination.
6. **Packaging of Batteries.** If possible, pack batteries in original packaging. If original packaging is not available, pack each battery separately in bubble wrap or similar protective packaging material.

## General Packaging Guidance

7. **Packaging of Devices.** If shipping multiple devices, pack each device separately in bubble wrap or similarly protective packaging material. Take particular care to protect antennas, connectors, terminals, or other components that protrude out from the device. Devices with displays, touch panel screens, or other sensitive surfaces should be protected by at least two layers of bubble wrap or similarly protective materials.



8. **Package Cushioning.** Use adequate bubble wrap or similar cushioning material to fill empty spaces and line the internal walls of each box to protect contents against damaging movement or impact during transport.
9. **Packaging Size.** Shipping boxes or containers must contain sufficient space to accommodate devices and appropriate packaging material without overloading the box's dimensions, ability to close easily, or ability to sustain total weight.
10. **Include the RMA Form.** Place the printed RMA Form in the package along with your device(s) to be repaired. The RMA Form is the first part of the Shipping Manifest PDF document attached to your repair authorization email.
11. **Seal the Box Securely.** Close the box or container and seal it with strong tape designed for shipping.
12. **Label and Address Your Package.** The last page of the Shipping Manifest PDF document (attached to your repair authorization email) is the Depot Reference label, which includes a depot reference bar code to streamline Zebra's receiving process. Affix this label securely to the outside of your shipping container. Use the repair depot address provided to complete your carrier's shipping label.