

Return Battery Instructions

Transport Canada's Transportation of Dangerous Goods Act (TDG) provides special instructions to ensure the safe handling, transporting and shipping of lithium batteries. We appreciate your assistance and recognize the effort required to comply in a manner that is both environmentally responsible and considers the safety of others. Thank you.

How to ship your non-damaged lithium battery

If you need to return a device that contains a lithium battery, you will need all of the following items which are included in the package:

- Shipping box with a label that indicates a lithium battery is enclosed
- 6' Anti-static bubble wrap
- Polypropylene bag, 2mm thick
- 1 small bag for battery (only needed if shipping a loose battery)

Instructions:

1. If shipping a device with a battery please insert the battery into the device and ensure it is powered off. Place the device into its original box packaging (if available). If not available, wrap the device in the anti-static bubble wrap provided and secure with tape.
2. If only shipping a loose battery, insert the battery into the 1 small bag provided and seal with tape. If you are returning multiple loose batteries, each battery must be bagged separately – maximum 2 batteries per shipping box.
3. Next, place the parcel inside the shipping box provided. Use any extra bubble wrap to fill the empty space in the box and seal the box with tape.
4. Attach the prepaid return waybill to the box. Please write "Exempt TDGR SP 34" on the waybill. The package must be sent by GROUND shipment only.
5. Drop off the box at any Canada Post outlet. If you have a Purolator return waybill, please call Purolator at 1-888-SHIP-123 to have your package picked up or visit Purolator.com to find a drop-off location.