

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 damaged lithium battery

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

- UN-rated box with a class 9 label that indicates a damaged/defective lithium battery is enclosed
- Polypropylene tape
- Absorbent pad
- Anti-static bubble wrap
- Polypropylene bag, 2mm thick
- Shipping document (Bill of Lading)

Instructions:

1. Insert the damaged battery into the device and ensure it is powered off. Place the device into its original box packaging (if available).
2. Wrap the device/original box packaging in the absorbent pad provided and secure with polypropylene tape.
3. Next, wrap the parcel in the anti-static bubble wrap provided and secure with polypropylene tape.
4. Line the inside of the UN-rated box with the polypropylene bag; insert the wrapped parcel.
Use any extra bubble wrap to fill the empty space in the box.
5. Seal the box with polypropylene tape.
6. Attach the prepaid return waybill to the box. Please write "Damaged/Defective Battery, TDGR SP 137" on the waybill.
The package must be sent by GROUND shipment only.
7. Fill out the Bill of Lading, and drop off the box and Bill of Lading to 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.