



How can I return my OBU properly?

Make sure you don't forget anything!



In case of additional questions contact **Satellic Customer Support** on

00800/72 83 55 42

(From Belgium and neighboring countries)

or **+32 2 416 0 416**

(From any location)

Calls from mobile networks may be surcharged according to the terms and conditions of your mobile service operator

Important

Your OBU must be returned **undamaged** and **with the original power cable**.

The OBU should be **undamaged**, i.e. the vital parts of the OBU are not damaged to such extent that it requires repair. Damage includes (but is not limited to) scratches, stains, cuts, cracks and dents, damage to the outer shell (upper and lower case), the display, the keypad, the LED lights and the motherboard.

You can return your OBU either via the [Road User Portal](#) (RUP), either via a [Service Point](#).

What should your OBU look like when you return it?



1: Correct way to return an OBU at a Service Point

Mandatory

- The OBU is returned **undamaged**, in a state **allowing refurbishment for reuse without repair**,
- the **original power cable** is returned **attached** and **wrapped around** the OBU,
- the red **master seal** (in the right bottom corner on the back of the OBU) is **not broken or missing**.

Recommended

- The **battery** is returned (and is placed inside of the OBU),
- the **4 suction cups** are returned and are attached to the OBU.

- ✓ If you **return your OBU at a Service Point**, follow the return instructions of the toll terminal and, at the end of the return process, **insert the OBU without blister** and **with the original power cable wrapped around it** (see picture 1) inside the OBU return box.
- ✓ If you **return your OBU via the RUP by post** (to Satellic Return, c/o WAAK, Industrielaan 4b, Poort 231, B-8501 Heule, Belgium) or **via the OBU pick-up service**, **pack your OBU** following the "**Checklist for a Good Packaging**" (see hereunder) and **ONLY use the address label** you have obtained on the RUP at the end of the return process! (see picture 2)

Checklist for a Good Packaging

- ✓ Use a solid cardboard box with completely intact flaps
- ✓ Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
- ✓ Pack all items separately
- ✓ Use proper protective equipment such as paper or cardboard
- ✓ Use strong tape that is specially designed for transport
- ✓ Do not use rope or paper over-wrap
- ✓ Only use the address label that you have obtained on the RUP, on which both the destination and the pick-up addresses are clearly and fully mentioned
- ✓ Place a duplicate address label inside the package
- ✓ If you are returning 3 OBU's or more in one parcel, please make sure you also affix, on one single side, the Satellic UN3481 label in colour to your parcel. (see pictures 3, 4 and 5)



2: Correct Label position



3 and 4: **Incorrect** position of the UN 3481 Label



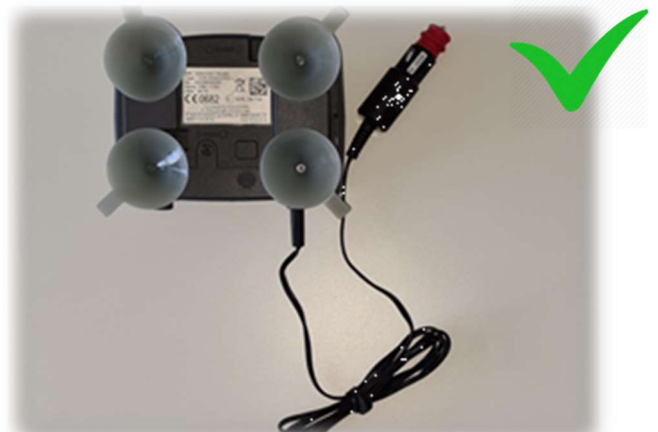
5: Correct position UN 3481 Label

A few examples of how to correctly return the OBU

Correct returns (with original power cable, suction cups, battery and no damages):
FULL REPAYMENT



Picture 1



Picture 2

Correct returns (with original power cable, without suction cups, without battery and no damages):
FULL REPAYMENT



Picture 3



Picture 4

Note: The red General Seal (in the right bottom corner on the back of the OBU) may never be broken or missing



Picture 5

**A few examples of not correctly returned OBUs,
these examples are not exhaustive**

Incorrect returns: **ONLY 100 € REPAYMENT**



Writing on Label



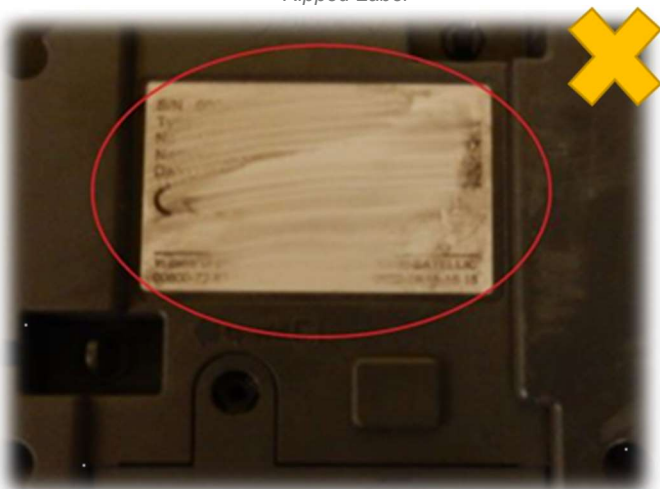
Writing on Label



Ripped Label



Damaged Label



Unreadable label



Missing Label

**A few examples of not correctly returned OBUs,
these examples are not exhaustive**

Incorrect returns: **ONLY 100 € REPAYMENT**



Unglued Label



Moved Label



Damaged QR Code



Markings



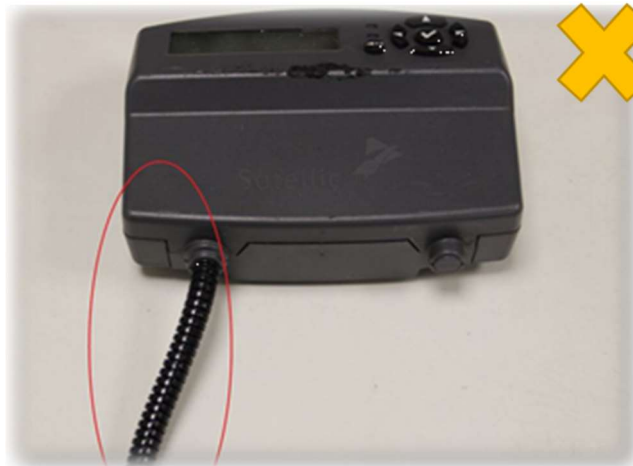
Markings



Missing Cable and/or Battery Lid

**A few examples of not correctly returned OBUs,
these examples are not exhaustive**

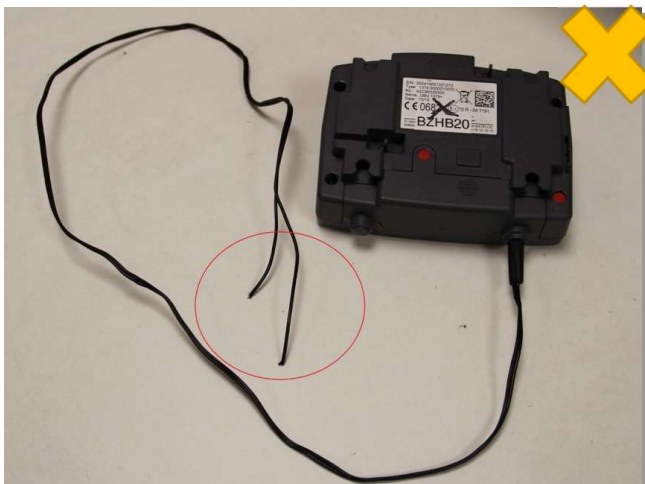
Incorrect returns: **ONLY 100 € REPAYMENT**



Transformed Power Cable



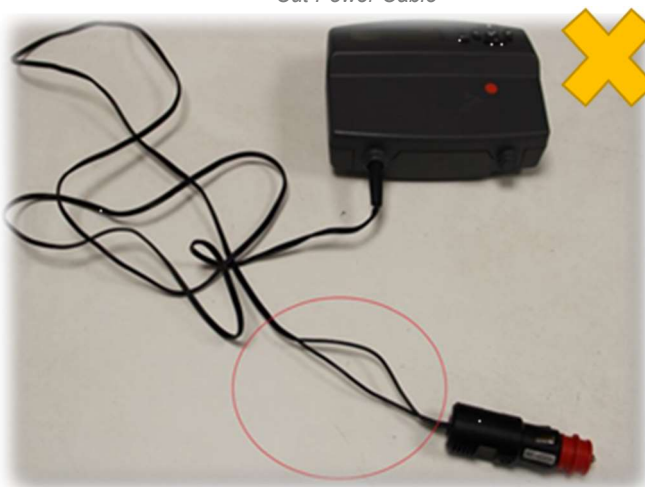
Transformed Power Cable



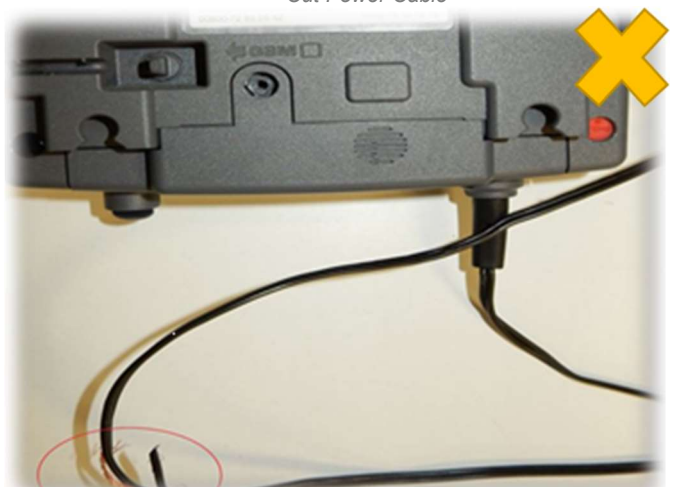
Cut Power Cable



Cut Power Cable



Damaged/Split Power Cable



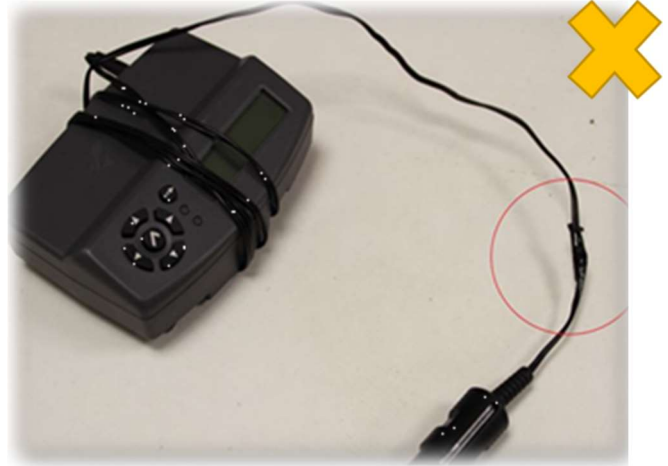
Damaged Power Cable

**A few examples of not correctly returned OBUs,
these examples are not exhaustive**

Incorrect returns: **ONLY 100 € REPAYMENT**



Twisted Power Cable



Damaged Power Cable



Damaged Power Plug



Not Original Power Cable

A few examples of not correctly returned OBUs, these examples are not exhaustive

Incorrect returns: **NO REPAYMENT**



Broken or Missing Connector



Burned Housing



Damaged Keypad



Damaged Keypad



Damaged Screen



Damages and Scratches

**A few examples of not correctly returned OBUs,
these examples are not exhaustive**

Incorrect returns: **NO REPAYMENT**



Damages and Scratches



Damages and Scratches



Damages and Scratches



Damages and Scratches



Damages and Scratches



Damages and Scratches

**A few examples of not correctly returned OBUs,
these examples are not exhaustive**

Incorrect returns: **NO REPAYMENT**



Damages and Scratches



Damages and Scratches



Damages and Scratches



Damages or Broken Main Seal



Missing Main Seal



Damaged/Painted Housing

A few examples of not correctly returned OBUs, these examples are not exhaustive

Incorrect returns: **NO REPAYMENT**



Damaged/Painted Housing



Unremovable Glue



Unremovable Glue



Unremovable Stickers

What happens after you returned the OBU?

In accordance with the [General Terms & Conditions \(User Contract\)](#) and to the [Satellic OBU Deposit Refund Policy](#), Satellic will independently assess with regard to the repayment of the OBU Deposit, and this decision, which will be communicated to the e-mail address you provided to Satellic, will be final and not be open for any appeal.

If Satellic assesses that you have the right to a repayment of the OBU Deposit and if a valid bank account (IBAN and BIC) number has been entered at the Service Point or on the Road User Portal, your OBU deposit will be refunded within 30 days after the reception of the returned OBU.