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How can I return my OBU properly?

Make sure you don't forget anything!

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IMPORTANT: Your OBU must be returned **in Good Working Order, Undamaged** and **Complete** i.e. together with the **battery**, the **cable** and the **4 suction cups** in order to get your full OBU deposit repaid. You can return your OBU either via the Road User Portal , either via a Service Point.

What should your OBU look like when you return it?

- OBU is returned **in good working order and undamaged,**
- **Battery** is returned (and is placed **inside** of the OBU),
- the **4 suction cups** are returned and are **fixed on** the OBU,
- the **original power cable** is returned 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**
- the **red seal of the battery compartment** (in the middle on the back of the OBU) **is not broken or missing** (except if your OBU was fixed installed)

Picture 1: Correct full OBU to return at a Service point

- *If you return your OBU **at a Service Point**,* you need to **insert it without blister** (see picture 1) inside of the OBU return box of the vending machine once you have completed the OBU return process at the Service Point.

- *If you return your OBU **by post** (to WAAK, Industrielaan 4b, Poort 231, B-8501 Heule, Belgium) **or via the OBU pick-up service*** **(IMPORTANT: 1 OBU per package)**, **pack your OBU** following the "**Checklist for a Good Packaging**" (see hereunder) and ONLY use the **address label** that you have obtained on the Road User Portal at the end of the return process! (see pictures 2 & 3)

Pictures 2 & 3: Correct OBU packaging to return by post or via OBU pick-up service—inside and outside of the package

Checklist for a Good Packaging:

√ Use a sturdy 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√ Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable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 bubble wrap or polyurethane chips
√ 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 Road User Portal, on which both the destination and the return addresses are clearly and fully mentioned
√ Place a duplicate address label inside the package

NOTE: This document gives a few examples of not correctly returned OBUs, but these examples are not exhaustive.

Battery forgotten : ONLY 100€ REPAYMENT

Picture 4

Correct return (with battery, suction cups and power cable): FULL REPAYMENT

Picture 5

Suction cup forgotten : ONLY 100€ REPAYMENT

Picture 6

Correct return (with battery, the 4 suction cups and power cable): FULL REPAYMENT

Picture 5

Power cable has been cut or transformed : ONLY 100€ REPAYMENT

Picture 7

Original cable returned: FULL REPAYMENT

Picture 8

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General seal broken or missing:
NO REPAYMENT

Picture 9

Correct return (with battery, suction cups and power cable): FULL REPAYMENT

Picture 5

General seal broken & lid of the battery compartment missing:
NO REPAYMENT

Picture 10

Correct return (with battery, suction cups and power cable): FULL REPAYMENT

Picture 5

OBU case has been damaged, cracked or scratched : NO REPAYMENT

Picture 11

Correct return (with battery, suction cups and power cable): FULL REPAYMENT

Picture 5

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OBU case has been opened:
NO REPAYMENT

Picture 12

Correct return (with battery, suction cups and power cable): FULL REPAYMENT

Picture 5

OBU screen has been damaged, cracked or scratched :
NO REPAYMENT

Picture 13

Correct return (with battery, suction cups and power cable): FULL REPAYMENT

Picture 5

OTHER REASONS LEADING TO A NON-REPAYMENT OF THE OBU DEPOSIT:

- Rattling sound of **broken parts inside** of the OBU
- **Glue**, black **stripes**, **markings** and **stickers** on the OBU case (see pictures 14,15,16,17)

Picture 14

Picture 15

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Picture 16

Picture 17

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.

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