



ADT Security Services
3190 South Vaughn Way
Aurora, CO 80014

Dear Valued Customer,

Thank you for allowing ADT to help you protect what matters most.

We are sorry to hear of your recent service cancellation. It has been our special privilege to serve you. Please give us a call as soon as you are ready to re-start your service and peace of mind. We have special savings waiting for you upon your return.

As stated in your ADT alarm services contract, the equipment provided to you for your ADT services is the property of ADT. In order to facilitate the return of ADT's equipment, please follow the enclosed instructions to disconnect your base unit, keypad(s) and cables and return them to us. The enclosed return package includes device labels and images to help ensure a smooth process for the return of our equipment. If you have any questions about returning our equipment, please contact us at **855.208.2090**.

Sincerely,
ADT Security Services

MS 15019511

STEP 1: DISCONNECT BASE UNIT AND KEYPAD(S)

If Desk Mounted Base Unit



REMOVE CABLES.
PLACE BASE UNIT
FACE DOWN



REMOVE RETAINING SCREW



PUSH COVER DOWNWARD
TO REMOVE

If Wall Mounted Base Unit



REMOVE CABLES



REMOVE RETAINING SCREW



PRESS UPWARDS TO
SLIDE BASE UNIT OFF
MOUNTING PLATE

REMOVE MOUNTING
PLATE FROM WALL

If Desk Mounted Keypad



PLACE KEYPAD FACE DOWN
ON LEVEL SURFACE



REMOVE SCREWS. LIFT DESK
STAND UP AND AWAY FROM
KEYPAD



DISCONNECT POWER CABLE

If Wall Mounted Keypad



**REMOVE RETAINING SCREW
ON BOTTOM OF UNIT**



**PRESS UPWARDS TO
SLIDE THE KEYPAD OFF
MOUNTING PLATE**



**DISCONNECT POWER CABLE.
REMOVE MOUNTING PLATE
FROM WALL**

STEP 2: REMOVE BATTERY FROM BASE UNIT AND KEYPAD(S)



**LOOSEN THE SCREW THAT
HOLDS BATTERY IN PLACE**



**UNPLUG BATTERY PACK
FROM UNIT**

STEP 3: RECYCLE BATTERIES

To find a recycler, visit Call2Recycle.org. Returning a lead-acid battery to a recycler on this site is free of charge and will ensure that the battery is recycled according to regulatory requirements.

STEP 4: ASSEMBLE RETURN BOX



FOLD EDGES



FOLD THE FLAP DOWN



PEEL ADHESIVE LINER



SEAL ONE END OF THE BOX

STEP 5: PACKAGE BASE UNIT, KEYPAD(S) AND CABLES



PLACE DEVICES IN BUBBLE BAG WITH MATCHING PICTURE



PLACE DEVICES IN BOX



USE INCLUDED PACKING PAPER TO FILL ANY EMPTY SPACE



PEEL ADHESIVE LABEL AND FOLD FLAP TO SEAL BOX

STEP 6: RETURN BOX TO ADT. CHOOSE ONE OF THESE WAYS:

GIVE TO YOUR MAIL CARRIER



**TO FIND DROP OFF LOCATION VISIT WWW.USPS.COM
OR CALL (800) 275-8777**

UNITED STATES POSTAL SERVICE



**FEDEX OFFICE
FEDEX WORLD SERVICE CENTER®
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**TO FIND DROP OFF LOCATION VISIT
WWW.FEDEX.COM OR CALL (800) 463-3339**