

Note: directions for returning iPads should only be followed if you have been instructed to return your iPad.

1. Initiate a shipment via [Fedex.com](https://www.fedex.com) using a guest account.

Note: if you have an account with Fedex, you may log in and follow the usual shipping instructions, rather than the guest instructions included in this guide.

2. Enter your address and our ship-to address as follows:

Attention: Returns
SHOEBOX Ltd.
#210-80 Aberdeen St.
Ottawa, ON K1S 5R5 Canada
Phone: 613-728-6666

Note: Please ensure the RMA number we provided you is labelled prominently on the outside of the package.

3. Enter package dimensions and select a delivery date, time and rate

Select Your Options



[← Choose another package type](#)

Your Packaging

Please enter the weight and dimensions of your package for a more accurate estimated rate.:

Package Details

Package Weight

Dimensions (optional)

Package description

Carriage value

Calculate Rates

4. Select "Repair and return" as contents of your shipment for customs

3. Customs Information

Please describe the contents of your shipment for customs.
This information is used to help clear your shipment through customs.

What is the purpose of your shipment?

Sold (Commercial)

Not sold (Commercial)

Gift

Sample

Repair and return

OR

Documents

Documents are letters, statements or other correspondence that are not for resale.

What documents are you sending?

Visit [Advanced Shipping](#) to:

- Declare the value of your item over \$2,500 USD
- Change your Terms of Sale or your Importer of Record
- Obtain any additional customs documentation
- Ship items with an export license
- Ship items that are subject to International Traffic in Arms Regulations (ITAR)

5. Enter product details for customs purposes. SHOEBOX® kits typically include one or more of the following:

Product	Weight	Customs Value	Country of Origin	Harmonized Code
DD450	1 lb	\$100	China	9018.19.9560
HDA280	1 lb	\$100	Germany	9018.19.9560
EARTONE 3A	1 lb	\$100	USA	9018.19.9560
TDH-50	1 lb	\$100	Canada	9018.19.9560
B-81	1 lb	\$100	Denmark	9018.19.9560
iPad	1 lb	\$100	China	8471.30.0100
Microphone	10 g	\$100	China	8517.70.0000
Switchbox	200 g	\$78	Canada	9018.19.9560

Enter product details for customs purposes

Add single item description
iPad

How many of these *same* items are you sending?
1 each

How much does each item weigh?
1 lbs

What is the customs value or price of each item?
100 US Dollars

Where was the item made?
China

Add Item ->

Commercial Invoice Summary

Product Details	Customs Value
1 each Headphones	1.00 lbs \$100.00
Add another item or Continue	
Total customs value: \$100.00	

Include this Commercial Invoice with my label

Continue

Note: if you are using our commercial invoice template, please make sure this box is unchecked.

6. Enter payment method and drop off at your nearest Fedex location

Reminder: Before returning your equipment, you must Restore the iPad to factory settings. Here's a guide on how to do this: (<https://support.apple.com/en-ca/HT201274>).

Should this step not be performed, the iPad will be unusable and you will be charged the full replacement value.