

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

1. Initiate a shipment via [ups.com](https://www.ups.com) using a guest account
Note: if you have an account with UPS, 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

3. Ensure the RMA number we provided you is labelled prominently on the outside of the package.
4. Enter the weight and dimensions of your package. After that, enter the declared value of all items in your package (should be \$100 for each, so an iPad and headphones would be \$200). You can also select whichever UPS delivery service options you prefer

Package 1
Duplicate

Packaging Type *

My Packaging
▼

Unpackaged or crated (not fully boxed in cardboard)

Weight *

1
✓
lb

[Help](#)

Length *

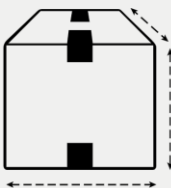
9
✓
in

Width *

9
✓
in

Height *

5
✓
in



Questions? Contact: support.shoebox.md
 1-877-349-9934 FREE (NA)
 1-613-728-6666 (Int'l)

Declared Value [Help ?](#)

USD

Yes **Reference Numbers**

Reference #1

Add a scannable barcode for reference #1 on my shipping label

Reference #2

i Ship Tip: A "reference number" is any combination of numbers and letters you can use to track and identify your shipment.

No **Include lithium batteries**

No **Oversized Package (+\$)**

- Select "I am returning items" as a description of shipment, and enter a description of your items in the "What are you shipping?" section (e.g. headphones and iPad)



Almost done. Let's check a few more details.

International Shipping Details

What best describes this shipment? *

I am returning items

What are you shipping? *

Specific description of shipment contents for label; max 35 characters

Headphones and iPad

[See list of prohibited items](#)

International Forms and Documents

Give minimum data required for customs approval and generate your forms automatically.

[Get Started](#)

[See All Forms](#)

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- Click "Get Started" under "International Forms and Documents" and enter the product details for customs purposes. The image below is an example of if you had to ship back a single iPad.

Note: you can leave "Save Product As" and "Product ID" blank.

What are you shipping ✕

Detail the contents of your shipment one item at a time.

Product Details

Description of Goods *

For customs declaration be as specific as possible (105 max characters).

Unit of Measure *

How is this product packaged or sold?

Unit Value *

Value of a single unit, as packaged.

Country of Origin *

Where was this product made or assembled?

Save Product As

Product ID

Primary Identifier, sent to Customs

Shipment Details

Number of Units (Quantity) *

How many units of this product are you shipping?



Ship Tip: Get import cost estimates in advance with harmonized tariff codes.

With UPS as your global customs broker, tariff codes are assigned or verified for every item we ship that is saved in your parts catalog. From then on, estimated duties and taxes are automatically provided.

The Harmonized Tariff Schedule (HTS) is a global standard for import and export processing. Your products' HTS codes help expedite customs clearance of your shipments.

If you know the tariff code for your product already, enter it here.

Harmonized Tariff Code Number

Optional

Note: you can refer to the table below for any shipping information for your products

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

7. Add another product (if your return includes an additional item) or click "I'm Done"

Review Products



1. Quantity:1

iPad
100 USD per Each, China Mainland, 8471.30.0100

[Edit](#) [Remove](#)

Total Value:
100 USD

[+ Add Additional Product](#)

Back

I'm Done

8. Leave remaining checkboxes blank and click "Continue"

Available Forms
(Choose export documentation for your shipment.)

Commercial Invoice [Edit / View](#) [Delete](#)


Packing List
Optional an inventory of contents without costs or value shown.

Export Information (EEI)
Required for goods valued above US \$2,500.00 or certain items that need an export license. File with us here, or directly with U.S. Customs at www.cbp.gov/ace.

USMCA Certification of Origin
As of July 1, 2020, the U.S.-Mexico-Canada Agreement (USMCA) replaces the NAFTA (North American Free Trade Agreement) for cross-border trade within the region.
Download and attach the form provided to claim reduced or waived import fees under the terms of the USMCA.
[USMCA Certification of Origin \(PDF\)](#)

Add or modify email notifications

Deliver only to receiver's address (+\$)

 **UPS carbon neutral - Offset the environmental impact of your shipment.**
Fee up to \$0.20 per package for domestic US shipments and up to \$0.75 per package for international shipments.

Signature Options (+\$)

[Back](#) [Continue](#) [Cancel Shipment](#)

9. Enter payment method and drop off at your nearest UPS 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.