

Insulet

Return Instructions for Pods, PDM or Holiday Loaner - Channel Islands and Isle of Man

English (Channel Islands and Isle of Man)

Please call Customer Services on **0800 011 6132** to arrange one of the following, it will require Insulet Customer Care to ensure you have the right returns packaging and labels to carry out either one of these returns:

- **Used Product Returns:** Please use the box enclosed and the return label provided to return your product. Place Pod(s) and/or PDM in the clear polythene bag and seal. Place the contents in the box provided, close and tape to secure. Attach the return label to the box *as shown in picture 1 below*
- **Unused Holiday Loaner:** Make sure the return label is attached to the white bubble envelope *as shown in picture 2 below*.
- **Remainder unused Product Returns:** Please use the return label provided. Attach the return label to your box *as shown in picture 1 below*
- **Shipping instructions:**
 - **To find the nearest drop off location:** Use <https://locator.dhl.com/ServicePointLocator/index.jsp>
 - **To schedule a pickup:** go to <https://mydhl.express.dhl/gb/en/home.html#/schedulePickupTab> and select as shown below. Reference the waybill number located on the return label provided. Fill out the Pickup Address details and when asked for dimensions, enter 1 kg and 20 x 10 x 15 cm and select the most convenient date and timeframe for the pickup.

Get a Rate and Time Quote | Schedule a Pickup

Do you need to create a shipping label?
A DHL shipping label must be attached to all packages that DHL picks up.

Yes - Create Label No

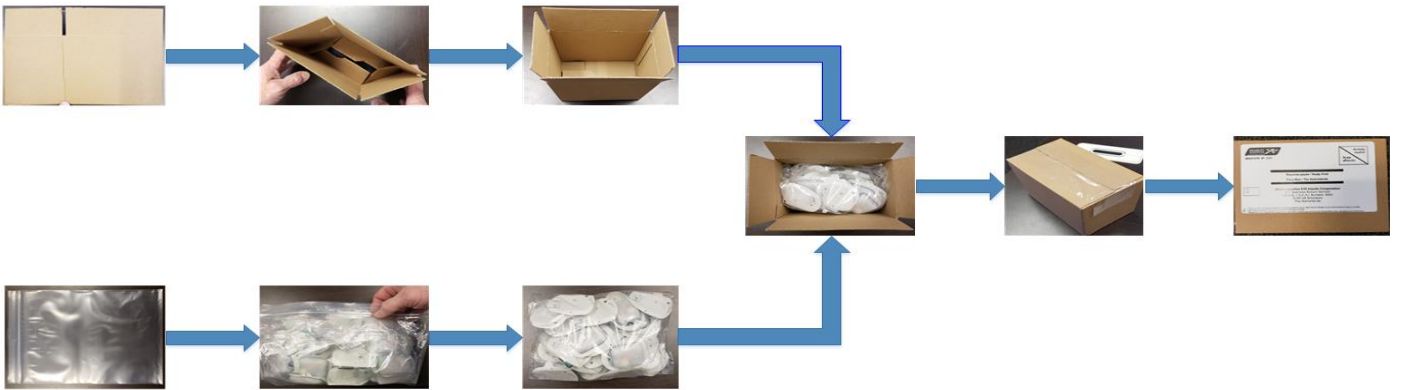
I already have a shipping label attached to my package

You'll need either a DHL Waybill Number or a DHL account number to schedule a pickup.

I have a DHL Waybill Number

- Alternatively, you may also contact DHL directly at 0844 248 0844 (Toll Charge) and schedule a pickup by stating the waybill number.

Picture 1



Picture 2

