

IMPORTANT: You are required to follow specific instructions when returning a Goal Zero power station because power stations with lithium batteries are considered hazardous material. **If you fail to follow the instructions below, the shipment will be returned to you. FedEx and the Department of Transportation may also charge fines if the unit is not properly packaged for shipping.**

You will receive a pre-labeled box from us in the next few days. This box is a hazmat specific box and will be the outermost box used when shipping the power station.

NOTE: This item is considered a Class 9 hazmat item and Department of Transportation regulations require you to ship it with an **inner box with sufficient internal padding** AND a **hazmat-labeled outer box**. If you do not include an inner box with the shipment, the item will be returned to you.

Packing The Box

Step 1: If you have the original box that came with your Yeti power station, place your power station in that box first. If you do not have the original box, you will need to purchase a sturdy box that will fit inside the outer hazmat return box. We recommend choosing a box that is close in size to your Yeti so everything will fit snugly.

Step 2: Place the sealed inner box with the power station inside the outer hazmat-labeled box.



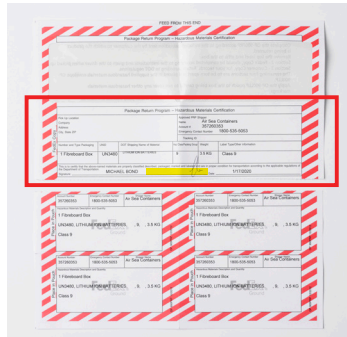
Preparing Documentation

The hazmat-labeled box will include the documents you need to correctly ship the power station.

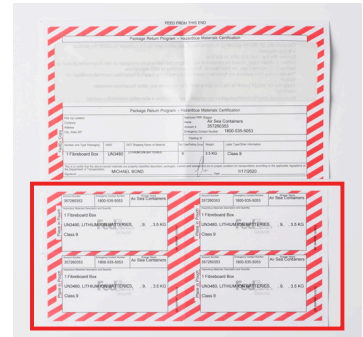
- 1 Document comes affixed to the shipping box.



- 2 Copy of documentation that must be given to the FedEx driver when they pick up your package.



- 3 Document, labeled Customer Copy, is your shipment receipt. Please keep it for your records.



ATTENTION: HAND SIGNATURE REQUIRED NEXT TO PRINTED NAME.

(See yellow box highlighted in image).

Additional documents will be labeled *Place in Pouch*. Once you have taped the outer hazmat box shut, place these documents in the red and white pouch provided. Then attach it to the top of the hazmat outer box.

Please include RMA number on the label that comes with the hazmat outer box. You will receive this number directly from the Goal Zero Solutions center over the phone or through email.

Schedule Pickup

Because these units are classified as hazardous materials, you cannot ship them from many local FedEx locations. Instead, you must schedule a ground pickup with FedEx.

1. Make sure all documentation is complete.
2. Make sure all labels are clearly visible and are not covered by tape or other materials.
3. Find your tracking number below the barcode of your HAZMAT shipping label. You will need this when you schedule the pick-up.
4. Call FedEx at 1-800-463-3339 to schedule a FedEx Ground PRP Hazmat pickup. DO NOT drop the package off at a FedEx location for shipment.
5. When the FedEx driver arrives to pick up the package, give them the FedEx Copy portion of the shipping documents. Don't forget to keep your Customer Copy.

If you have any questions or concerns as you process this return, please contact our Customer Support team at 888-794-6250.