

RETURN OF GROUPE MASKATEL EQUIPMENT

Important: Your full contact information must be entered in the form on the Canada Post site, so that it appears on your return label. If we are unable to associate the returned equipment with your customer account, you may be billed for it as unreturned equipment.

1. Place your equipment and accessories in one box. If this is not possible, you must create a return label for each box you return (repeat step 2, 3 and 4 for each box).
2. Create a return label for Groupe Maskatel at <https://www.canadapost.ca/cpootools/apps/prse/label?policyId=PR223556&LOCALE=en>
 - a. Enter the **Return Authorization Number: MSK2017**
 - b. Click on *continue*
 - c. Enter your **Maskatel account number**
 - d. When you'll enter your contact information :
 - If **you are able to print your label** from home, enter your contact information and go to step e;
 - If **you don't have a printer** at home, please enter to following address in the « Email » box : retourequipement@maskatel.qc.ca
We will mail your label to you in a few days.
Go to step 3 when you receive your label by mail.
 - e. Click on *continue*
 - f. Click on *Get Label*
 - g. Click on *Print Label*
3. Paste the label on your box.
4. Place your box at the nearest Canada Post drop-off location (ex. convenience store, pharmacy, post office, etc.). Please keep your tracking number on the label for 6 months.



Example of pre-affranchy label without contact information