



Hello dear member,

Here is all the important information you need to return your equipment.

Please return the equipment within 30 days of your service termination date to avoid non-return charges.

After this date, the equipment will automatically be charged to you without the possibility of a refund, even if returned later.

Please refer to the images below to identify the equipment you need to return.

The return of the equipment is at your expense. You can return your equipment in three ways: **IN PERSON, WITH A CARRIER, or BY SCHEDULING A PICK-UP APPOINTMENT.**

IN PERSON (two service points):

Keep your equipment receipt as proof of delivery.

**Cooptel, coop de télécommunication
5521, chemin de l'Aéroport
Valcourt, Qc J0E 2L0
Monday to Thursday, 10 AM to 12 PM and 1 PM to 4 PM**

**Loiselle Électronique
1115, rue Boulay
Acton Vale, Qc J0A 1A0
Call 450 546-3273 to confirm opening hours**

WITH A CARRIER of your choice, at your expense (Canada Post or others):

Keep your postal or shipping tracking number as proof of shipment.

Return the equipment placed in a box to ensure safe transport.

Include inside the box your **NAME, ADDRESS, and ACCOUNT PHONE NUMBER.**

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BY SCHEDULING A PICK-UP APPOINTMENT with a COOPTEL technician (a \$40 fee applies), Contact Customer Service before your equipment return deadline at 1-888-532-2667 (COOP) to schedule an appointment.

If you have any questions about the procedure for returning your equipment, visit:

<https://www.cooptel.ca/> or contact Customer Service at 1-888-532-2667 (COOP)

Please note that upon termination of your subscription, if there is an amount owed by Cooptel, it will be refunded to you within a minimum of 90 days either in the form of a check or by credit card (if this payment method was used for bill payment).

Cooperatively yours,
The Cooptel Team

Amulet, bloc d'alimentation et télécommande



Kamai, bloc d'alimentation et télécommande



Kamai wifi, bloc d'alimentation et télécommande



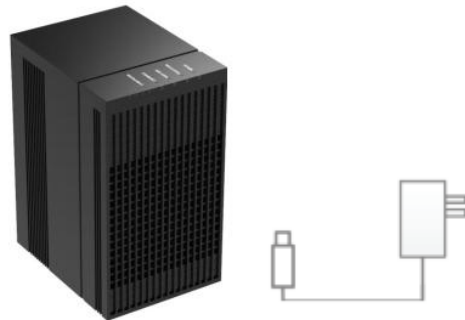
Kamai 650 ou 655, bloc d'alimentation et télécommande



Routeur Gigacenter 844 E ou 844 G et bloc d'alimentation



Extenseur Mesh 804 et bloc d'alimentation



Routeur Smart 834 et bloc d'alimentation



Extenseur Mesh 834-5 et bloc d'alimentation



Modem fibre ONT



Routeur Ovislink et bloc d'alimentation

