

# Returning Your Old Asset

Last Update 7/21/2021

## How do I return my old computer?

- There is a plastic sleeve on the outside of the box your new computer arrived in. Inside the sleeve is a return UPS shipping label. After packing up your old computer affix the return label to the outside of the box. Please make sure your address is no longer present or is covered up. Drop it off at a UPS [drop-off location](#).

## My equipment is too large to fit in the box. What shall I do?

- Do the best you can. You can slice the foam or use different packing material such as crumpled newspaper. If it still will not fit click [HERE](#) to request a return kit (box and label).

## Can I return equipment other than my laptop or desktop?

- Yes, please return all old equipment you will not use, dock, keyboard, mouse or any other equipment that will fit in the box.

## How do I return other old equipment that won't fit in the box? (I.e., display, keyboard.)

- You can request additional boxes and return UPS labels [HERE](#). After filling out the box/label request it will take approximately two weeks for the shipping material to arrive.

## What should be done with the abandoned computer equipment in the office?

- For SMALL quantities of equipment you can request additional boxes and return UPS labels [HERE](#) Please list all the equipment. (I.e.; 2 displays, 2 laptops, 1 desktop)
- For LARGE quantities should be processed through the E-Waste process. Please click [HERE](#) for the E-Waste Instructions-Tracking document which includes submission instructions

## Missing the Return UPS shipping label?

- You can request a replacement return UPS label by emailing: [ZuniDepot@CenturyLink.com](mailto:ZuniDepot@CenturyLink.com) and request a return label be emailed to you.
- If you have a UPS Campus Ship account you can create your own label and ship it to:  
Lumen Central Depot  
5325 Zuni St.  
6<sup>th</sup> Floor  
Denver, CO 80221