Handset Return Request Process

All Handset Returns must be authorized by Blackhawk Network, in advance, through the assignment of a Return Authorization (RA) Number. Upon inspection and confirmation of return eligibility, complete the following steps to ensure credit:

1. Complete the Blackhawk Return Request form detailing the quantity to be returned by model number, including Blackhawk UPC, reason return code, and a contact for any return communications.

2. Submit the completed Handset Return Request form to obtain a RA number and RA document, which may be requested via Email or Fax:
   - ✓**Email**: bhn.returns@bhnetwork.com
   - ✓**Fax:** (866) 745-4158

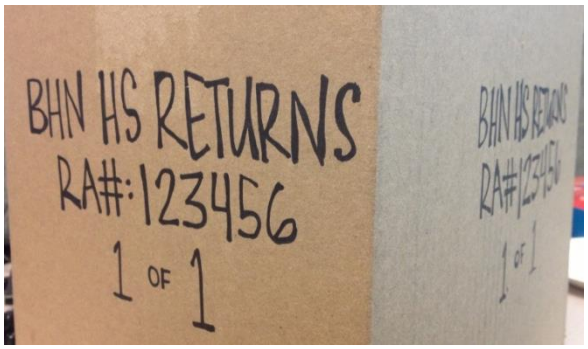
3. A Returns Authorization number and document will be issued by Blackhawk Network. This document will itemize the models and associated quantities authorized for return. This form must be included in the box and the RA# must be clearly written on the exterior of the box.

4. The Returns package must be received at the designated Blackhawk warehouse location by the "return deadline" printed on the Return Authorization document.

Where can I find the Blackhawk UPC?

Blackhawk UPCs are always 11 digits in length and can be found on the sticker affixed to the outside of the phone package. ***** Typically found on the bottom of the handset package.***

How should I package and label the return?



- ✓ Label the **exterior** of the box and include the following:
  - BHN HS Returns
  - Returns Authorization Number (i.e. RA#XXXXXX)
  - Number of Packages (i.e. 1 of 3; 2 of 3; etc.)

- ✓ Include the RA Form inside the box.

- ✓ Affix the shipping label found on the last page of the RA document. **If an alternative shipping label is used, be sure to include the verbiage "BHN HS Returns" and the RA#.

- ✓ Package each RA separately.

Remember: The store must write the RA # on the OUTSIDE of all packages, or they will be refused and returned to the sender.

BLACKHAWK NETWORK

THIS IS NOT A PACKING SLIP

Blackhawk Network Handset Return Request Form

DATE:	**Partner Name and Location (i.e. Store Number)**
Reason Return Code / **Return Request From**	**Partner Contact Name**
☐ Defective / ☐ Distribution Center	
☐ Disco / Handset Reset / ☐ Store Level	**Partner Contact Phone**
**** THIS IS NOT A PACKING SLIP ****	
Submit the completed Handset Return Request Form to obtain a Return Authorization number and Return Authorization document. The Handset Return Request Form may be submitted through email or fax: **Email:** bhn.returns@bhnetwork.com **Fax:** (866) 745-4158	**Partner Contact Fax or Email**
	Address
	Address 2
	City, State and Zip

Handset Authorization Request Details

Carrier	Model Name	Blackhawk UPC	Quantity

BLACKHAWK NETWORK

****** SAMPLE ONLY ******

Blackhawk Network Handset Return Request Form

DATE:
4/26/2016

Partner Name and Location (i.e. Store Number)
Partner Name. DC #1234

Reason Return Code	Return Request From
☒ Defective	☒ Distribution Center
☐ Disco / Handset Reset	☐ Store Level

Partner Contact Name
Maggie Smith

Partner Contact Phone
925-123-4567

**** THIS IS NOT A PACKING SLIP ****

Submit the completed Handset Return Request Form to obtain a Return Authorization number and Return Authorization document. The Handset Return Request Form may be submitted through email or fax:

Email: bhn.returns@bhnetwork.com
Fax: (866) 745-4158

Partner Contact Fax or Email
Maggie.Smith@ partnername.com

Address
123 Long Road

Address 2
Suite A

City, State and Zip
Lima, Ohio 45805

Handset Authorization Request Details

Carrier	Model Name	Blackhawk UPC	Quantity
AT&T	*Go Phone P7040P*	*07675012345*	*1*
T-Mobile	*Sparq 606*	*07675014899*	*3*
Net 10	*Samsung S390G*	*07675017878*	*1*