

## **\*\*\*INSTRUMENT RETURN SHIPPING\*\*\***

Thank you for using the return shipping system for Brook Mays Musical Instrument Rental Returns & Repairs. You may wish to print these instructions prior to beginning.

You should have the instrument close by and out of the case prior to beginning, as you will need to confirm the serial number of the instrument in a later step.

When packaging the unit for return shipment, please place the instrument securely in it's case with any mouth pieces and accessories and latch it closed. The instrument case must then be put into a cardboard box or wrapped in card board and sealed with appropriate packing tape. Please note that: **neither scotch tape nor electricians tape will adequately seal the package and can not be used. Please do not affix the shipping label to the instrument case without boxing or packaging the case in cardboard first, as this may result in additional charges to you.**

If you are returning an instrument for repair, please include a note with your Name, Address, Equiant ID# as given to you by the customer service 800 number and a brief description of the problem or repair needed, along with any special return shipping instructions, if needed.

If you are returning your instrument because you wish to cancel your rental agreement, please include a note with your Name, Address, Equiant ID# stating that you are ending your rental agreement.

### **\*\*\*Please turn off all "Pop-up Blocking" software before continuing\*\*\***

Since there are many different Pop-Up Blocking software types available, you may have to refer to your Pop-Up Blocker software manufacturer for instructions on how to turn it off or temporarily disable it.

Click on the appropriate Eastern or Western United States shipping link.

You will be asked for a user name and password. The username and password were provided to you by the customer service representative who directed you to this website. If you do not have or you have forgotten your username and password please call Equiant @ 1-800-849-5021. Remember that usernames and passwords are case sensitive, which means you must pay special attention to upper and lower case letters and enter them exactly as they were given to you by the customer service representative.

Next you will see a welcome page, when you are ready, please click "OK" on that page to begin.

From this "Home" screen click on "Shipping"

The Main Shipping page has 4 sections to it. Each section will be addressed in detail. You will start with section 1.

## **Section 1**

- In the middle of Section 1 you will see a blue button labeled “Address Book”, click this button
- A window will appear with the contents of the address book and there will only be one entry in the address book, click that entry to highlight it and click “OK” at the bottom of that window. Please note that the picture below was taken from the East shipping site, If you are a West customer the address book entry will be “Universal Melody”
- This will populate the recipient address fields with all of the correct information
- At the bottom of Section 1, you can click the link labeled “FIND A DROP BOX LOCATION” to find your nearest DHL Drop Off Location, if you do not already know where one is.
- This will open a separate window. The Drop Off Location can be used to ship your instrument after you complete all of the steps below and have a properly packaged instrument with a printed shipping label.
- If you can not find a location reasonably close to you, you can click the option on the left hand side of this separate window labeled “Schedule a pickup” to have a driver pick the package up from you at no additional charge
- Now back to the original shipping window, at the bottom of Section 1, click “View Your Address Information”
- The screen will change and your name and address will populate the above fields. Please make any corrections or changes as need. For example, if you have moved or anything in the name or address fields are incorrect, please type in your correct information.
- Ignore the field labeled “Sender EIN”, this information is not needed and should be left alone

## **Section 2**

- In this section the only field that needs filled or changed is the weight. Please estimate the weight of your package and enter the amount, in full pounds, in this field. This just needs to be a reasonable estimate and does not need to be exact

## **Section 3**

- You DO NOT have to enter any box dimensions in this section, they are optional
- Please check the serial number listed in the “Serial#” field. Please add or correct the serial number of your instrument as needed
- In the field labeled “Description”, please enter the reason for your shipment, either “RETURN” or “REPAIR”. Next enter the type of instrument you are returning, such as “Trumpet”, “Clarinet”, “Flute”, Etc. immediately following the reason for shipment

## **Section 4**

- After completing all of the steps above, click “Process”, in the lower right hand side of the screen
- This will open a new window with your shipping label. This will open a new window with your shipping label. Check that the “To (Company)” says either “Sweetman Music” if you are an East customer or “Universal Melody” if you are a West customer. Next check near the bottom of the label and confirm the “From (Company)” has your name and address information. If this information is incorrect, you will need to close the Print Label window and make corrections. To Proceed Click “Print” to print your label.

You can now take your package and your printed shipping label to a DHL Drop Off Location (as found in Section 1 above), where they can provide a self adhesive pouch to affix your label to your package.

You can also call 1-800-CALL DHL (1-800-225-5345) to find a DHL Drop Off Location near you or to schedule a one time package pick-up at your location. With a one time package pickup, the driver can provide a self adhesive pouch to affix your label to your package.

\*\*\*NOTE: Your printed shipping label will have the phrase “Bill to Sender” printed on it. This DOES NOT mean that you will have to pay for the shipment. Since you are logging on to DHL as our customer and using our account to create the label, BMMG Returns is the actual sender and WE will be billed for all shipping charges.