

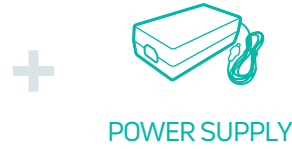
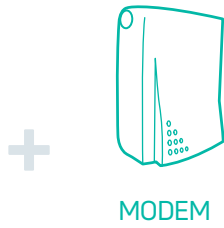
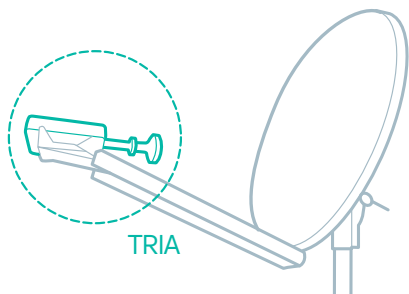
# How to return your Viasat equipment

Please return equipment within 30 days of service end to avoid a **\$300** charge.



**You will need:**  
Phillips screwdriver  
Provided wrench

The following items need to be returned: TRIA, modem, power supply and AC cord.

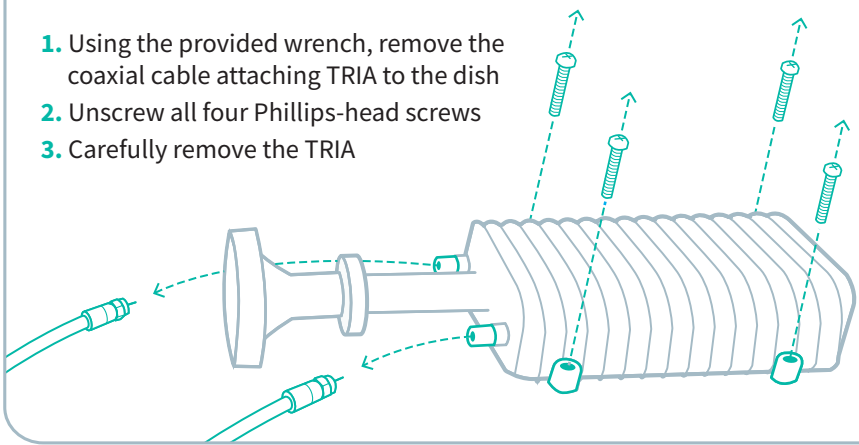


**1 Disconnect the modem (located indoors).**  
Unplug the modem and remove cables from the back.

**2 Remove the TRIA from the dish (located outside).**

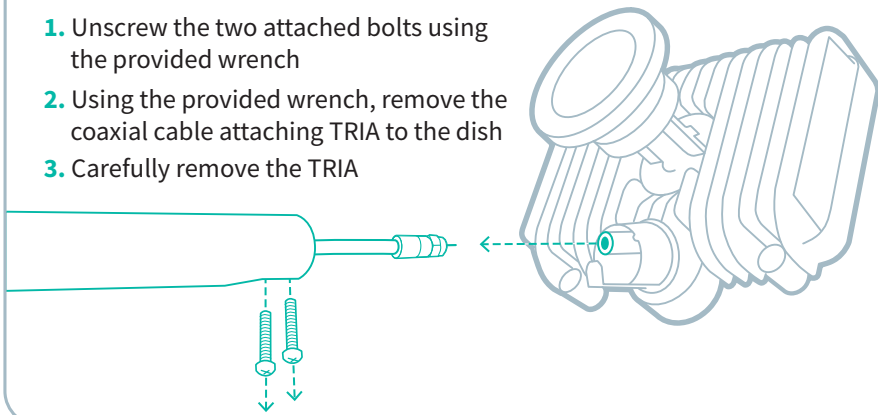
### If you have TRIA Type A

1. Using the provided wrench, remove the coaxial cable attaching TRIA to the dish
2. Unscrew all four Phillips-head screws
3. Carefully remove the TRIA



### If you have TRIA Type B

1. Unscrew the two attached bolts using the provided wrench
2. Using the provided wrench, remove the coaxial cable attaching TRIA to the dish
3. Carefully remove the TRIA



### CAUTION

Be careful when removing the TRIA. Do not disassemble the TRIA for any reason. If you have trouble, call (855) 463-9333 to speak to a Viasat representative.

**3 Pack items in the provided box.**  
Include the TRIA, modem, power supply, and AC cord. Close and tape the box shut.

**4 Return the items.**  
Shipping is free. Just put the provided FedEx label over the original label and drop off at a FedEx store.

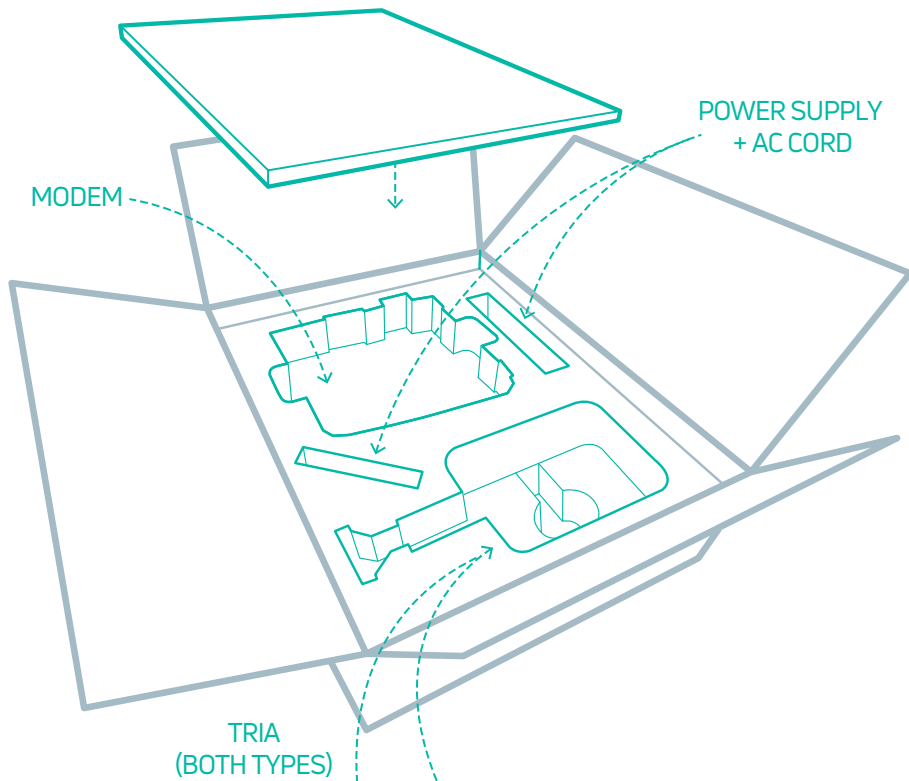
OR

Visit [FedEx.com](https://www.fedex.com) or call (866) 393-4585 to schedule a pickup at your cost.

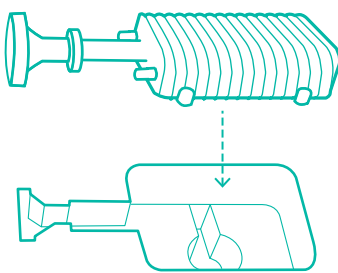
### Note:

Please do not write the Viasat address on the box for return. Only the supplied label confirms your account and should be used to return your equipment. For a new box, call (855) 463-9333.

If possible, when dropping off the box, request a receipt from FedEx and keep it until your equipment return is confirmed via the tracking number on your receipt.



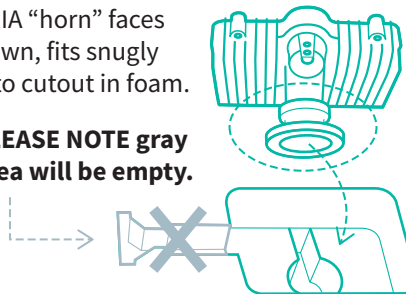
### How to pack TRIA Type A



### How to pack TRIA Type B

TRIA "horn" faces down, fits snugly into cutout in foam.

**PLEASE NOTE** gray area will be empty.



Questions? Call (855) 463-9333 to speak to a Viasat representative.