

Xbox Console and Kinect Packing Instructions



SEND

Please remove all accessories.
Send only the device you
have requested service for.



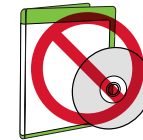
DO NOT SEND



Controllers



Power supply



Games or DVDs



USB



Messenger kit

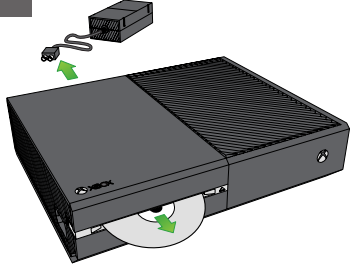


Headset



HDMI cables

1

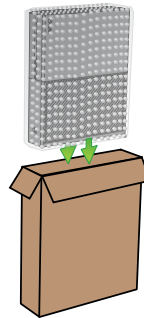


- Disconnect your power supply, Kinect and all accessories from the console.
- If a disc is stuck in the tray, please go here for instructions.

Xbox 360: <http://support.xbox.com/xbox-360/system/manually-eject-disc>

Xbox One: <http://support.xbox.com/en-US/system/manually-eject-disc>

2



- Obtain a shipping box and bubble wrap
- Wrap your device with bubble wrap and put the device in the box.
- Make sure the console fits snugly to reduce possible shipping damage. Microsoft is not responsible for any shipping damage.

3



- Seal the box with packing tape.
- Attach the shipping label to the box.
- Write down the tracking number from the shipping label.
- You can visit <https://myservice.xbox.com/> to check your repair status at any time.

4



- Ship the package and keep your shipping receipt.
- You are responsible for any pick up charges.