

Xbox One Packing Instructions



Your replacement Xbox One is here! Please follow these packaging instructions to ship us your non-working Xbox One console within 14 days.

SEND



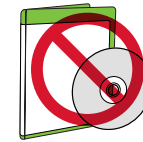
DO NOT SEND



Controllers



Power supply



Games or DVDs



USB



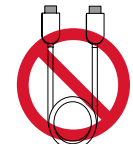
Messenger kit



Headset

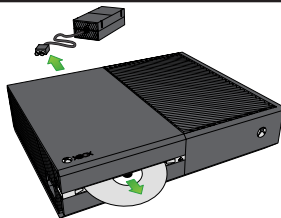


Kinect



HDMI cables

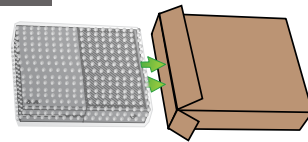
1



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

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

2



- Place your original console into bag
- Apply foam and place the console into box.
- Seal box with packing tape.
- Attach return label over existing shipping label
- Return your original console within 14 days, or you will be charged \$499 for the replacement console.

3



- Place everything into the box and seal with packing tape.
- Attach return label over existing shipping label.
- Make sure the console fits snugly. Microsoft is not responsible for any shipping damage.

4



Shipping methods vary, please refer to the service request confirmation e-mail that was sent to you for more details on how to return your console.

NOTE: If you do not send us your non-working Xbox One console within 14 days, you will be charged \$499.00 (plus tax) for the replacement console.