

# How to return your Viasat equipment

Please return all of the equipment within 30 days of service end date to avoid a maximum unreturned equipment fee of \$300-\$500 depending on the equipment configuration type listed below. If you return some of the equipment but not all of the equipment, you will be charged for the missing equipment.

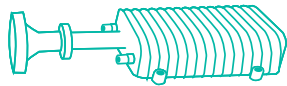
You will have one of following equipment configuration types registered with your account, which show the equipment components you must return.



**You will need:**  
Phillips screwdriver  
10mm wrench  
Provided wrench

## Configuration A

### Type I



TRIA  
\$150

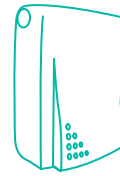
OR

### Type II



TRIA  
\$150

+



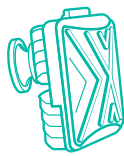
MODEM  
\$150

+



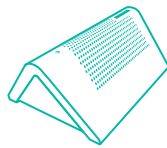
POWER SUPPLY  
No charge

## Configuration B



TRIA  
\$250

+



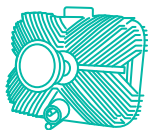
MODEM  
\$50

+



POWER SUPPLY  
No charge

## Configuration C



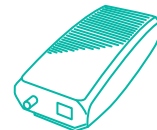
TRIA  
\$350

+



GATEWAY  
\$100

+



POWER ADAPTOR  
\$50

+

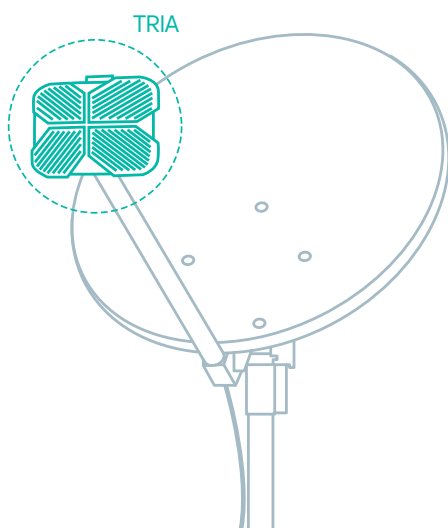


POWER SUPPLY  
No charge

## 1 Disconnect the modem (located indoors).

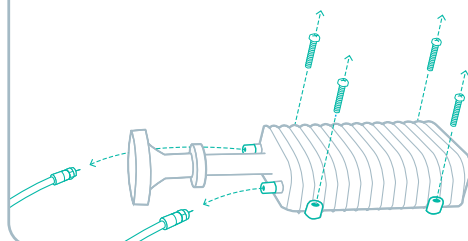
Unplug the modem and remove cables from the back.

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



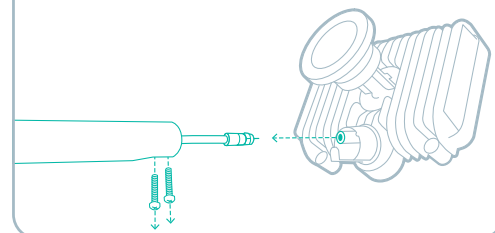
### If you have TRIA Type I

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 II

1. Unscrew the two attached bolts using a 10mm wrench
2. Using the provided wrench, remove the coaxial cable attaching TRIA to the dish
3. Carefully remove the TRIA

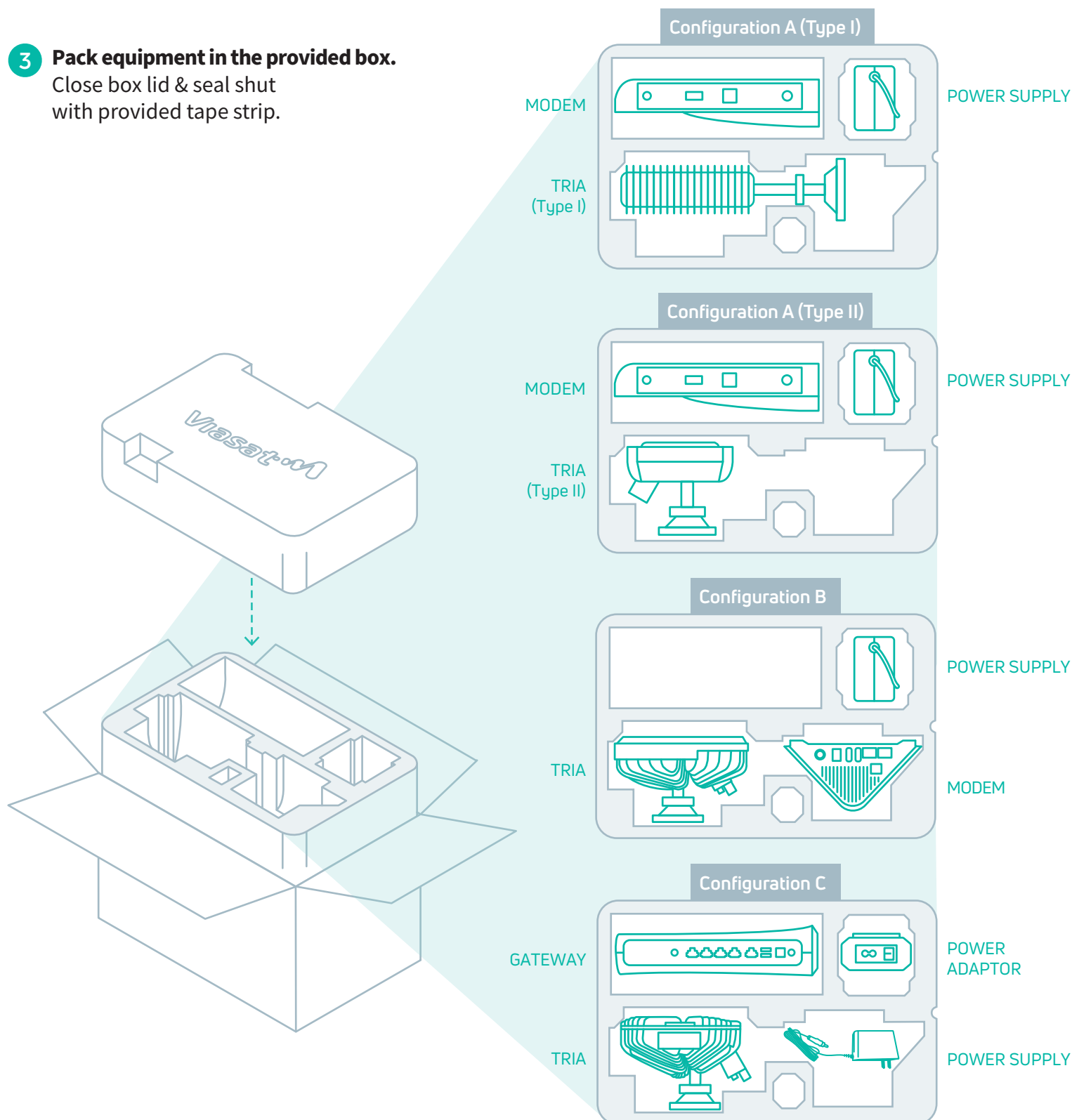


## ⚠ CAUTION

Be careful when removing the TRIA, and do not disassemble the TRIA for any reason. If you are not able to safely access your TRIA or have any trouble removing it, please call (855) 463-9333 to speak to a Viasat representative.

**3 Pack equipment in the provided box.**

Close box lid & seal shut with provided tape strip.



**4 Return the items.**

To ship for free, put the provided UPS label over the original label and drop off at a UPS store.

OR

Visit [UPS.com](https://www.ups.com) or call 1-800-PICKUPS to schedule a pickup at your cost.

**Note:**

Please do not write the Viasat address on the box for return. Only the supplied shipping 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 UPS and keep it until your equipment return is confirmed via the tracking number on your receipt.

