

Package Labeling Instructions

Last Revised January 2024

Step One: Prepare

Please verify the serial number on the device(s) matches the requested return details emailed to you from Magic Leap.

IMPORTANT: You **must** return the correct serial number to avoid impacting your warranty.

To find the serial number on the device, remove the forehead pad to confirm the serial number on the label matches the serial number with the email.



If you have a prescription insert, be sure to remove it and place the blank frame insert back in its place.

Magic Leap Accessories

Please ensure accessories that came in the device box are also returned. In-the-box accessories are:

- Controller
- 2x USB-C Chargers
- 2x USB-C Cables (for Compute Pack and Controller)
- 2x Power plug cables
- Fit Kit (with additional Nose Pads and Forehead Pads)
- Overhead Strap (for Headset)
- Shoulder Strap (for Compute Pack)
- Wrist Strap (for Controller)
- Cleaning Cloth
- Carry Case



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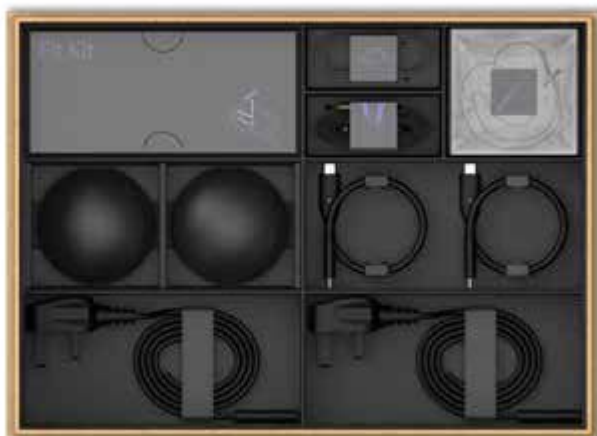
If the return is **only** for an accessory and not a complete Magic Leap 2 device, please just return that item.

Step Two: Secure Items in the Device Box

For device returns, please pack the device in the carry case originally provided and place it with all the accessories listed above in the device box.



Below is an example of how accessories can be packed:



Step Three: Place Items in Shipping Box

Place the device box (carry case, and accessories) in the Magic Leap shipping box. **If you do not have a shipping box, Magic Leap will send one to you, as we require devices be shipped back in Magic Leap packaging.**



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Step Four: Verify the Required Labels

If you have the original box the necessary documents for return are attached in the email you received from us. If we are sending replacement boxes, an envelope will be included in the box containing the following:

- UN3481-Lithium Ion battery Sticker
- Clear pouch containing the return shipping label

Step Five: Place the Labels on the Shipping Box

- Remove **ALL** previous shipping labels (this only applies if you're reusing the original box) .
- Cut the shipping label to remove any excess white area and attach the label to the box with shipping tape. There should be one label per box.
- Place the colored UN 3481 Battery Sticker sticker on the box. There should be one label per box. **If you're using the original shipping box your device came in and the UN3481 sticker on the box is undamaged, you can skip this step.** Otherwise, please replace the damaged UN3481 sticker with the new, undamaged one.

