

# DETAILED INSTRUCTIONS FOR THE RETURN OF BICYCLE TUBES VIA UPS

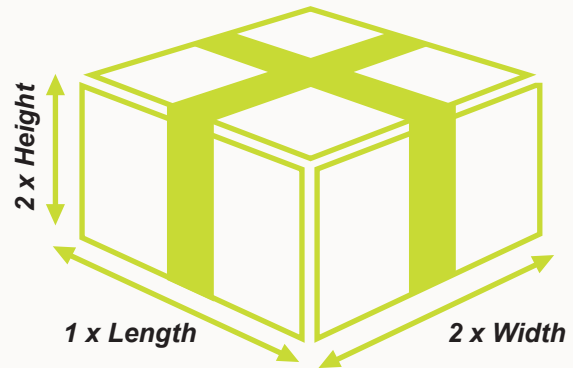
**1** Please first enter your **Schwalbe customer number** and confirm your entry with **ENTER** or by clicking on the small arrow. Your address data will fill in automatically.

**2** Please provide the package weight (min. 33 lbs - max. 45 lbs are permitted)

Please round package weight to full kilograms and confirm with **ENTER** or by clicking "**process shipment**"

## HOW BIG AND HEAVY CAN MY PACKAGE BE?

- Packages may weigh up to 45 lbs (approx. 130 tubes), but should weigh at least 33 lbs (approx. 90 tubes)
- Parcels may have a maximum girth of 300 cm.  
Girth = 1x length + 2x width + 2x height



## RECOMMENDATION

We recommend using standard boxes to keep you within the allowable index dimension..

### Index Dimension Examples

Example 60 x 40 x 40 cm => 1x 24 in + 2x 16 in + 2x 16 in = 88 in girth

Example 80 x 60 x 40 cm => 1x 32 in + 2x 24 in + 2x 16 in = 112 in girth

**3** **Print out** the label and **stick** it on the package where it is clearly visible

Make sure there are no other control or shipping labels on your package

Only 1 package may be used per return label

Now you can drop off the package in person at a UPS shipping location or simply give it to a driver with your next UPS delivery

Here you can find the nearest drop-off location:  
Versandstellen suchen

## APPOINT A PICKUP

You don't have a UPS drop-off location nearby or no regular delivery by a UPS driver? Then you can arrange a pickup in the field „pickup information“

**More information on the next page!**

**4** UPS usually collects the package the next working day. Please have your package ready for the driver

FOR ANY QUESTIONS  
PLEASE CONTACT

**RECYCLING@SCHWALBE.COM**

**THANK YOU FOR  
YOUR PARTICIPATION!**

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## APPOINT A PICKUP

You don't have a UPS drop-off location nearby or regular delivery by a UPS driver? Then you can arrange a pickup in the mask „pickup information“.

- 1 Enter **pickup date**. Please enter the **next working day** at the earliest. A pickup on the same working day cannot take place

Your package can only be picked up from Monday to Friday

- 2 Please leave the Earliest Pickup Time and Latest Pickup Time **unchanged**. The UPS driver will appear during the day.

- 3 Please also enter a **contact name** and **phone number**, in order to be able to clarify possible queries quickly.

You also have the possibility to specify a special instruction, such as a reference to the front door around the corner or similar.

- 4 With click on the button „send“ the pickup is successfully created. A pickup confirmation number will appear.

## TIP



With a click on F5, Ctrl + P or right-click and print, the print command appears again.

## EXAMPLE FOR A PICKUP

Enter pickup date (earliest next work day)

Enter contact name and phone number

Click on “submit”

The screenshot shows the Schwalbe website interface. At the top, there is a blue header with the Schwalbe logo. Below the header, a message reads "Shipment successful" with a link to "Return to Guest Shipping Page". Another link says "Click here to Schedule a pickup". The main content area is titled "Pickup Information" and contains a form with the following fields:

- Pickup Date: Monday, May 8, 2023
- Earliest Pickup Time: 9:00 AM
- Latest Pickup Time: 5:00 PM
- Contact Name: test name
- Phone Number: +49 12345678
- Room Number: (empty)
- Floor Number: (empty)
- Special Instructions: test

At the bottom of the form is a "Submit" button. Below the form, a shipping label is displayed with the following information:

- 1 OF 1
- SHIPPING: 318V 04VQ 4H3
- SHIP WT: 15 KG
- 15 KG
- J 660 2-00
- 9896 2249
- RS
- MADE IN GERMANY