

Router return process

When you cease an Assured or Converged service, you will need to arrange the return of the managed router associated with this service. If the managed router is not received back to Gamma, a charge will be made.

Please can you send all Routers to the following address:

Address	Allnet Solutions - Returns Department Unit B3 Greenside Way Manchester England M24 1SW
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If there is a fault with your service and the diagnosed cause of the issue is the router, Gamma will arrange a collection with our courier and will provide you the collection reference. Collections can be made Monday to Friday between 9AM and 5PM at a time convenient for you or your customer.

We will ask for a site contact and telephone number to give to our courier in case they have difficulty locating the collection address. Please ensure that the site contact is aware of the date and time that our courier will be collecting the router from them.

For Standard Broadband services, if there is an issue with your router, or you/your customer has decided this is no longer required, a returns bag can be requested for a charge of £10 by contacting contactbroadbandorders@gamma.co.uk.