

How to Return Your Spectrum Equipment

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All equipment issued by Spectrum for use with any Spectrum TV, Spectrum Internet or Spectrum Voice services remains the property of Spectrum. If you're moving out of the Spectrum coverage area or planning on downgrading services, give us a call before returning any leased equipment. You're responsible for returning modems, routers, Spectrum receivers and any auxiliary equipment provided by Spectrum. You're not required to return any remotes or cables that came with your equipment.

Note: You'll need to contact us prior to returning your equipment. Please call (833) 267-6094. If we haven't received your request, you'll continue to be billed for your regular monthly service charges.

UPS Return

You can easily return Spectrum equipment by bringing it to any UPS Store. To return your equipment to a UPS Store:

1. Use the [UPS Store Locator tool](#) to find the store nearest you. **Note:** Not all UPS locations are UPS Stores. Please use the link to find the nearest UPS Store.
2. The UPS Store will handle packaging and shipping back to us at no charge to you. Just bring your equipment and tell UPS that you're a Spectrum customer, and they'll take care of the rest. Remember to hold on to your receipt for tracking purposes.

FedEx Return

If there's no UPS Store or Spectrum store location in your area, you may be able to return certain pieces of Spectrum equipment via FedEx.

1. If you were provided a return label with your Spectrum equipment, attach the label to a cardboard shipping box. Be sure to remove or cover any old shipping labels and make sure the box is properly sealed.
2. Drop off your box at any FedEx Office location. **Please use a FedEx Office location. Do not use a FedEx Drop Box.**

The following pieces of equipment are eligible for return via FedEx:

- Spectrum receivers, including HD and DVR receivers

- DOCSIS 2.0 WiFi gateway devices (modem/router combo)
- DOCSIS 3.0 modems
- DOCSIS 3.0 gateway devices (modem/router combo)
- WiFi routers
- Spectrum Voice modems

Spectrum Store Drop-Off

You can return older equipment via UPS or FedEx. If there's no UPS or FedEx in your area, you can drop off your Spectrum equipment at a [Spectrum store](#).

Note: Spectrum customers in Hawaii can find out how to return Spectrum equipment [here](#).

Equipment Pickup

Spectrum customers with disabilities may be eligible to have their equipment picked up by a Spectrum technician. Please [contact us](#) for more information or to request an equipment pickup.

Note: Equipment pickup is available **only** for customers with disabilities.

Unreturned Equipment Fees

If you fail to return all rented or leased equipment to Spectrum after you cancel or downgrade your services, an unreturned equipment fee may be charged to your account. This fee will be included in your total account balance.

Returning Your Apple TV?

Your Apple TV device can be returned for a refund within 14 days from the date of purchase. The device must be in the original packaging and in the same condition that you received it. Apple TVs are not returnable/refundable if the shrink wrap has been removed, and must be returned via [The UPS Store](#).

Note: Apple will not accept any device or accessory returns purchased through Spectrum.

Any returned Apple TV devices or accessories for which refunds or replacements are given will become the property of Spectrum.