



# GEORGIA CYBER ACADEMY

## Equipment Returns FAQs

**Q: How many devices should I have?**

A: GCA provides one laptop to every student and one printer to each household, if requested. If there is a problem with your technology and a new device is needed, please promptly return the defective device upon receipt of the new equipment.

**Q: How do I return my broken or unneeded equipment?**

A: Please repackage the equipment in its original shipping materials. A prepaid return shipping label was emailed to the Legal Guardian's email address when the new equipment was sent. Print the label and take it with your packaged equipment to any UPS Store.

**Q: What if I have not received a return shipping label?**

A: It may take up to 24 hours to receive a shipping label via email. Be sure to check your junk and spam folders. If you still have not received the label, please call SCA at 404-334-4790 ext. 8 to have a new label generated.

**Q: What if I cannot print the shipping label?**

A: The UPS Store is able to print a label by scanning the barcode from your email. If you are unable to display this barcode to the UPS Store, call SCA at 404-334-4790 ext. 8 to have another prepaid shipping label sent by mail.

**Q: What if the student's name is wrong on the shipping label (ex: I am returning Student A's laptop but the label is printed in Student B's name)?**

A: You should still return the equipment with the provided label. Our record of equipment assigned to your household will be updated.

**Q: What if I have questions that are not answered here?**

A: It is our goal to answer all your questions. However, if we are unsuccessful, please reach out to SCA at 404-334-4790 ext. 8.