

Instructions for returning your laptop

If you need to return your laptop for repair or if your student is no longer enrolled with WVL, please see instructions below for returning your laptop.

1. WVL will provide you with a FedEx PRP prepaid label and a laptop insurance form (OP-265 purple form). If you do not have a label/insurance form please contact Diane Scheftgen at 262-692-2489 X293 or dscheftgen@nosd.edu. A label can either be mailed or emailed to you.
2. Place laptop, power cord and black sleeve (if you received one) in the original box with cushioning materials, seal with shipping tape and affix the label over the existing label. If you do not have the original box, use a sturdy box with cushioning materials to protect the laptop. Remove or black out any old shipping labels, including the original bar code. If you have a non-adhesive label, use shipping tape to affix the label to the box. Remember to remove any CD's from the CD ROM drive.
3. There are 3 options for returning your laptop:
 - Go online to fedex.com/grd/rpp and follow the prompts.
 - Call 1-800-463-3339 and say "PRP ground return pickup" WVL's account # is 6920590. (FedEx will pick up at your home, let them know you have the PRP prepaid ground return label). If you have any problems, dial 0 for customer service OR contact Diane Scheftgen at 262-692-2489 X293 and she will schedule the return for you.
 - Drop off your return at a FedEx location. To find your closest drop off location visit fedex.com or call 1-800-463-3339.
4. If you are withdrawing from WVL, we ask that all materials be returned within 10 business days of receiving your label). Failure to return your laptop may result in your account being placed into collections.