

Device Takeback Program – Return Portal

1. From the **Device Takeback Program** main page (<https://www.sensitech.com/en/sustainability/Takeback/>), click the button for the corresponding region:



Self-Service Return Options

We want to extend our appreciation for your support and commitment to our sustainability initiatives. Your decision to support our device takeback program, which prioritizes environmental responsibility, plays a crucial role in our collective effort to protect and preserve our planet. It is customers like you who inspire and drive us to innovate and uphold the highest standards of sustainability.

We are dedicated to further enhancing our sustainability practices and developing new solutions that contribute to a greener future. We are proud to offer Self Service prepaid return labels in selected below selected regions.

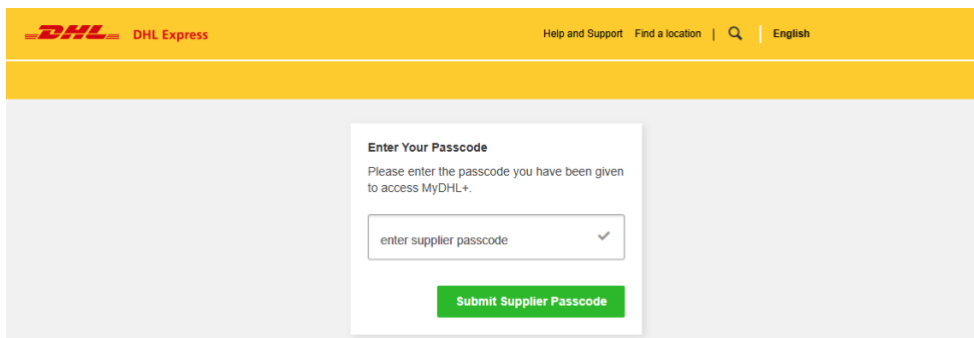
Self-Service Return Instructions

Click your region to generate an authorization form and return label.

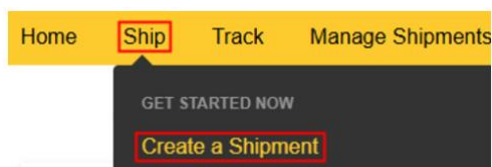


Click on your shipping country to access the return portal for that specific country. You then will be re-directed to the MyDHL+ website.

2. Once you are redirected to the MyDHL+ website, enter the **Supplier Passcode** - which is **123456** - and submit.



3. To create your shipment label, click on the **Ship** option in the top menu and select the **Create a Shipment** option from the drop-down menu:



4. **Address:** in the **From** section, provide the information for the required fields. These are marked with an asterisk (*)



5. **Shipment Details:** when shipping **domestic**, the description field has already been prefilled with **Return equipment (data loggers)** in the **Contents of your shipment** box.

In the **Shipment Reference** field, enter the return reference (including the return type: **PO/RMA/DM/RC** with each number) provided to you by Sensitech. If you do not know the reference number, please contact Sensitech Client Services:

sensitech.apac@carrier.com

For **domestic** returns, it is not necessary to provide a shipment value.

Shipment Details

What are you shipping?

Packages

Packages are goods, merchandise or commodities for personal or commercial purposes.

Summarize the contents of your shipment (in detail)

Provide details in English only

Return equipment (data loggers)

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Add Shipment References

Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Reference (appears on shipping label/waybill) *

Add Reference

What is the value of your shipment?

Value

EUR

However, when shipping **international** you will see a different screen at the **Shipment Details** section since you need to provide customs-related information. The purpose of the shipment should always be **Return to Seller**.

Choose for **Describe Items**:

Shipment Details

What are you shipping?

Packages

Packages are goods, merchandise or commodities for personal or commercial purposes.

What is the purpose of your shipment?

Return to Seller

Tell Us What You're Shipping

Select how you would like to provide your item details

Describe Items

Upload Item Details

Prohibited Items

Some items that are prohibited when shipping to Netherlands. [View Prohibited Items](#)

Need to add other details or create and save invoice templates?

[Use our enhanced Customs Invoice](#)

Describe each unique item in your shipment separately

Avoid shipment delays! Accuracy matters to customs authorities. Add each unique item **One At a Time**. Provide details in English only.



The different products to return are available in the **Product/Item List**.
Click on the **Add from Product/Item List** link at the bottom

1. Unique Item Description

What is the item? [Quick Guide for Describing Items](#)

[Create Description](#) OR

Commodity Code [?](#)

[Lookup Code](#) OR [Check Code](#)

Due Diligence Statement Reference Number

EUDR TARIC Document Code

Quantity Units (How the item is packaged) Value (Per Item) * CHF Weight (Per Item) * kg

Where was the item made? *

☐ Add line item reference

[Add from Product/Item List](#)

A screen will pop up with all the available products. Either search for your product via the search field, or choose to display 25 items so you will see all the products in one screen.

Search [Q](#)

Display [1](#) [2](#) [>](#)

Name	Description	Commodity Code	Country of Manufacture
TT GEO APX Global & PROBE	TT GEO APX Global & PROBE - Temp Monitor Not Restricted per SP A123 of IATA DGR	9025804089	Thailand
TT GEO APX Global EXT & PROBE	TT GEO APX Global EXT & PROBE - Lithium-Metal batteries in compliance with Section II of PI 970	9025804089	Thailand
TT GEO EAGLE	GEO EAGLE-Lithium-Metal battery in compliance with Section II of P1970	9025804089	The People's Republic of China
TT GEO LTE - ALK	TT GEO LTE ALK - Temp Monitor Not Restricted per SP A123 of IATA DGR	9025804089	Thailand
TT GEO ULTRA - ALK	TT GEO ULTRA ALK - Temp Monitor Not Restricted per SP A123 of IATA DGR	9025804089	Thailand
TT GEO ULTRA DRY ICE - ALK	GEO ULTRA DRY ICE ALK-Temp Mon Not Restricted per SP A123 of IATA DGR	9025804089	Thailand
TT GEO X & XP	TT GEO X & XP - Temp Monitor Not Restricted per SP A123 of IATA DGR	9025804089	Thailand
TT GEO XE & XEP	TT GEO XE & XEP - Lithium-Metal batteries in compliance with Section II of PI 970	9025804089	Thailand
TT ULTRA 16K AMB	TT ULTRA 16K AMB - Temperature Monitors IATA not Restricted	9025190090	Serbia
TT ULTRA BIO	TT ULTRA BIO - Temperature Monitors IATA not Restricted	9025190090	Serbia

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☐ Add line item reference

Display [1](#) [2](#) [>](#)

Once you have chosen a product, you can specify the quantity of the same product you are returning, or if you are returning different products, you can click on the **Add Another Item** button to add more items.

1. Unique Item Description

What is the item? [Quick Guide for Describing Items](#)

[Create Description](#) OR TT GEO APX Global & PROBE - Temp Monitor Not Restricted per SP A123 ✓

Commodity Code [?](#)

[Lookup Code](#) OR 9025.80.4089 ✓ [Check Code](#)

Due Diligence Statement Reference Number EUDR TARIC Document Code

Quantity ✓ Units (How the item is packaged) ✓ Value (Per Item) ✓ EUR Weight (Per Item) ✓ kg

Where was the item made? ✓

☐ Add line item reference

[Add from Product/Item List](#) [Save to My Product/Item List](#) [Copy](#)

Total Units 1 Total Weight: 0.08 KG Total Value: 3.50 EUR [Add Another Item](#)

Thereafter provide the return reference (including the return type: **PO/RMA/DM/RC** with each number) provided to you by Sensitech, and continue to the next section.

Add Shipment References

Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Reference (appears on shipping label/waybill) *

6. **Customs Invoice Details** (only available when shipping international): always choose **Create Invoice**.

Customs Invoice Details

You can provide additional information to appear on your DHL customs invoice or you can use your own customs invoice. You can also provide any additional customs related documents for this shipment.

[Create Invoice](#) ✓ [Use My Own Invoice](#)

7. **Packaging**: no need to change weight or dimensions:

Select Packaging [Tips for Weighing and Measuring](#)

Packaging ✓ Quantity ✓ Weight ✓ kg Length ✓ cm x Width ✓ cm x Height ✓ cm

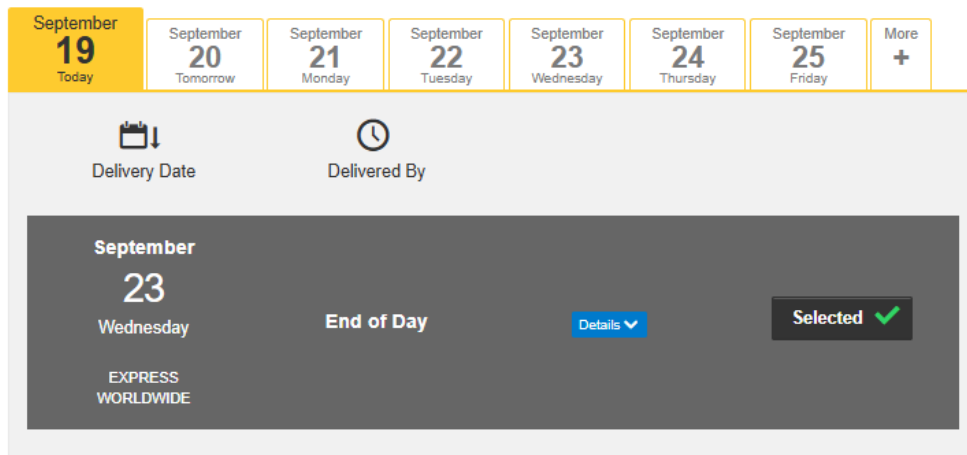
[Save](#) [Copy](#)

Total Packages: 1 Total Weight: 0.5 KG [Add Another Package](#)

8. **How will you pay?**: no need to change anything.

9. **I'm sending my shipment on:** you can select the date you prefer to ship, and the estimated delivery date will be shown.

I'm sending my shipment on



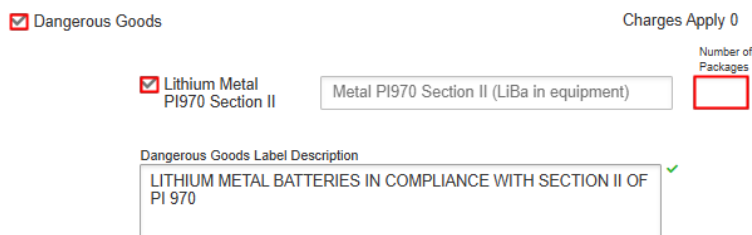
Note: the designated DHL delivery option is automatically selected.

10. **Optional Service:** when you return one of the below items:

- TempTale 4 RF ENABLED 2K
- TempTale GEO EAGLE
- TempTale GEO XE & XEP
- TempTale GEO APX Global Extended & Probe

You will need to select the **Dangerous Goods** option, and select **Lithium Metal PI970 Section II**. Also provide the **Number of Packages**. This ensures that the correct Dangerous Goods description will be printed on the shipping label.

Optional Services



Important: when shipping **Dangerous Goods**, you will need to attach the **UN3091** label to the shipment (preferably a sticky label).





11. **Upload Your Customs Documents:** You will only see this section when shipping **international**. The mandatory customs invoice document will be created based on your provided information, and will be electronically submitted to DHL. You only need to fill out your name and title.

Upload Your Customs Documents

You can electronically submit the customs invoice DHL has created for you, along with any other customs documents (as image files). If you do not electronically submit your customs documents, you will need to print and provide them with your shipment.

Would you like to electronically submit your customs documents?

☒ Yes

DHL will create an electronic customs invoice from the details you've provided for this shipment. You can upload an image of your signature for the invoice.

Signer's Name

✓

Signer's Title

✓

Upload Signature

 [Browse for File](#) or Drop Here

File Type Allowed: GIF, JPEG, PNG
Maximum file size: 1 MB
File name: English Only

☐ Upload Other Customs Documents (Optional)

Limit of 5 MB for all files uploaded per shipment

0 Bytes of 5 MB

12. **Pickup:** Select how you want to provide your shipment to DHL. For some selected locations, you will have the option to drop off your shipment at a DHL Service Point.

How do you want to provide your shipment to DHL? ⓘ

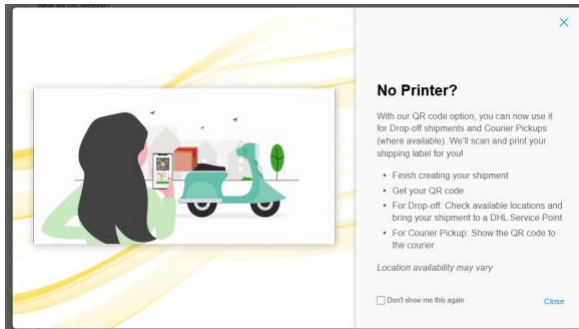
Schedule a courier pickup

I do not need a pickup

Drop off at DHL Service Point

QR code option is available at select locations.

13. **Printing or QR:** Before or right after you have chosen the shipping date, you could get a pop-up like the below:



For some selected locations, it is possible to use a QR code instead of printing the shipping label. If you choose for a QR code, then just follow the instructions on screen.

Label Printing Options



14. **Summary of your shipment:** to complete the shipment label creation, click on **Accept and Continue** button. You will then be able to print the shipment label.

Shipment Cost Summary

EXPRESS WORLDWIDE
Wed, 23 Sep, 2026 - End of Day

Total ⓘ

Volumetric Weight ⓘ 0.167 kg
Total Weight 0.5 kg
Chargeable Weight 0.5 kg

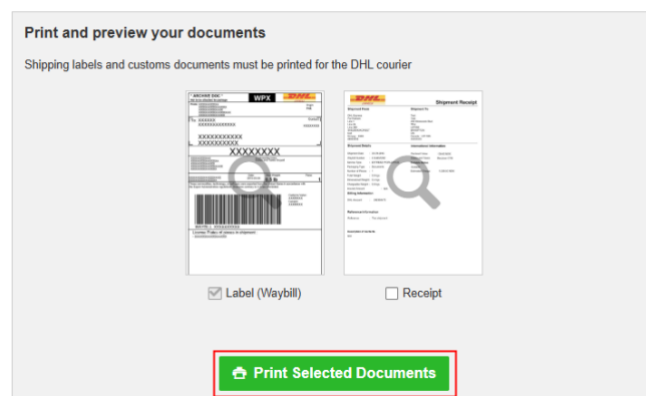
Terms and Conditions

By clicking on Accept and Continue I am agreeing to [Terms and Conditions](#), and declare that this shipment does not include any [Prohibited Items](#).

Accept and Continue

15. **Print and You're Done!** Just click on the **Print Selected Documents** button:

Print and You're Done!



16. **Print or Save:** after you have clicked on the **Print Selected Documents** button, a PDF of your shipment label will pop-up. Choose whether you want to print or save the label.