



Why do I need to return the router?

We provide routers to customers on a lease basis and so when a contract is ended, the lease of the router also ends.

How do I return it?

We're working to automate the process but in the meantime, please return the router complete with the box, all cables and the user guide to the following address:

Logistics – Router Returns
Zen Internet Ltd
Sandbrook House
Sandbrook Park
Sandbrook Way
Rochdale
OL11 1RY

What will you do with it?

We partner with a trusted third party who will take care to wipe any data left on the device (including personal data) and restore it to its factory settings. They will then refurbish the device, ensuring that any damage is repaired and that it is working as designed. They'll also make sure that the required cables are in working order.

Once the router is refurbished it will go back into our stock ready for the next customer to use.

What will happen to my personal data on the device?

We have a Data Protection Agreement in place with the third party to ensure that they protect your personal data. All devices will be wiped and restored to their factory settings.

What if I want to delete my own data from the device?

We will erase all the data from the router upon return, however if you are still concerned about your data, just follow these steps to wipe/reset your router before popping it into the returns bag:

- Login to the user interface by entering <http://fritz.box> in a web browser.
- Enter the FRITZ!Box password (located on the bottom of the FRITZ!Box).
- Click "System" in the FRITZ!Box user interface.
- Click "Backup" in the "System" menu.
- Click on the "Factory Settings" tab.
- Click the "Load Factory Settings" button

Why are you doing this?

From December 2021 we have a legal obligation to provide a takeback service for equipment that we sell but we also want to do our bit for the environment. It's important to us that we follow the waste duty of care hierarchy and Reduce, Reuse, Recycle, in that order. By asking customers to return routers to us, we are reducing the need for the manufacture of new routers and are reusing them for other customers, which will have a positive impact on the environment.

What if the router can't be refurbished?

We hope that routers will come back to us in good condition so that we can reuse them. However, we know that this won't always be the case and so if we are unable to refurbish a router, we will reuse as much as possible (cables, etc) before we recycle the device, in line with the final step of the waste duty of care hierarchy.