Shipping your device is a last resort and is only done when a College-provided device is suffering a time-sensitive issue and is agreed upon by a LITS technician. This article reviews when and how to do so, when necessary.

See also:

- Backing Up: Why, Where, and How
- UPS: Pack and Ship Electronics
- FedEx: How to ship a computer

Warning: Shipping a device should be the last resort — always transport a device in-person when possible.

When to ship

Shipping your device to LITS should always be a last resort, it is always preferable to transport the device in-person.

Never ship your device to LITS unless it is agreed upon with a Support Technician in a ticket. When determining whether to ship a device or not, consider:

- Is the issue time-sensitive?
- When will you next be on-campus?
- Can the issue be addressed remotely?

Packaging & Shipping

To ensure your device isn't damaged or lost in transit, consider the following:

- Pack the device so that it does not move within the box
- Wrap the device in multiple layers of bubble wrap or 1"-2" thick foam
- Purchase a tracking number and store it securely

When possible, use a carrier's electronics-specific packaging:
Questions?

If you have any additional questions or problems, don't hesitate to reach out to the Help Desk!

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