



MOVE OUT PROCESS / RETURN POLICY FOR YOUR DIRECTV RECEIVERS

—DO NOT LEAVE ANY RECEIVERS BEHIND—

When vacating your current residence, you have 2 options in regards to your DIRECTV:

1. If you wish to keep your DIRECTV service when you move, call DIRECTV Movers Program at 877-616-6683 and **take your receivers with you.**
2. If you choose to cancel your service, contact DIRECTV customer service at 800-531-5000. You will be informed how to return your receivers. Failure to return receivers to DIRECTV and/or not fulfilling your programming commitment with DIRECTV could result in early cancellation fees.

IMPORTANT: Do not wait until your move out date to contact DIRECTV. A receiver recovery kit will be sent to you within 3-5 days AFTER your service is cancelled so plan accordingly. It may be necessary to take your receivers with you and send them back from your new address.

Please remember, under no circumstance should you leave a DIRECTV receiver in the unit you are vacating.

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