Packing Instructions

We want to make returning your Sky Q Hub and Mini Box as easy as possible. So we’ve included the following step-by-step guide to help you.

1. Flatten out the cardboard box.
2. Fold up the cardboard tabs.
3. Put your Sky Q Hub or Mini Box inside, along with any remote and cables.
4. Fold over the cardboard flap.
5. Peel off the white sticky label.
6. Close the box, attach the pre-paid label and drop it off at your local post office.

Returning your Sky Q equipment

For the Hub and Mini Box only, open this way

For the Main Box, plus any Mini Boxes, open this way
We want to make returning your Sky Q Main Box as easy as possible. So we’ve included the following step-by-step guide to help you.

You should have the following cardboard items:
- 1 Inner Box
- 1 Outer Box
- 1 Connector Protector

Here’s how to use the Connector Protector:
1. Fold up the four sides.
2. Fold and lock down the shorter sides.
3. It should now look like this.
4. Pull open the pop-up box and fold down the tab on the side.
5. Place your Inner Box inside the Outer Box.
6. Place your Sky Q Main Box inside the Inner Box. Put any remote and cables in the small left hand compartment of the Outer Box.
7. Pinch the Connector Protector.
8. Put the protector over the cable units at the back of your Sky Q Main Box.
9. Put any Mini Boxes or cable routers on top of your Sky Q Main Box. Close the lid and push in the cut-out tabs.
10. Peel the sticky labels on the Outer Box.
11. Fold in the tabs, close the box, attach the pre-paid label and drop it off at your local post office.