

Returning the Equipment



Highlights

- ***Leased assets returned to us must be complete and in good working order***
- ***Please ensure that all passwords are removed prior to return. Password protection on a computer renders the unit valueless and if we can not clear the password a charge will be issued for the end of lease purchase price for the unit***
- ***It is your responsibility to ensure confidential data is not accessible on returned machines. IBM Global Financing can provide this service for a fee***

What to return

All items received with the equipment at installation must be returned at lease end and packed with the assigned machine. Publications and diskettes should be returned in the same box as the PC, if available. This includes any Installation and User's Guides, and Technical Reference Manuals. In addition to all financed features, the parts listed in the table must be returned with the leased asset since they are all critical to the function of the PC.

The 'Certification of Authenticity' adhesive label for each unit's software licence must remain affixed to the unit. However, if attached to an owners manual, then the manual is required to be returned with the COA attached. Missing COAs reduce the market value of the unit due to the cost incurred for obtaining a new licence.

Remove passwords, and customer stickers

All security passwords, including power-on, administrative and hard drive passwords, must be removed prior to returning the PC. Password-protection on a computer renders the unit valueless. If we can not clear the password, a charge will be issued for the end-of-lease purchase price for the unit. In addition, all stickers that reference your company must be removed.

Confidential Data

We perform a single disk wipe free of charge for all returned machines that were included in your original lease. However, it is your responsibility to ensure that any confidential data is removed prior to returning the equipment. If you would like your disks overwritten to a higher specification, this can be arranged for a fee by contacting your local IBM Global Financing representative. Please note that even the highest degree of wiping cannot assure zero percent recovery. IBM does not accept liability for any confidential information recovered from returned PCs.

Damaged equipment

A bill for the cost of replacing missing or nonfunctional items will be sent after the return and inspection of the equipment. Missing or damaged parts on one PC will not impact the lease for the balance of the assets on the lease schedule.

The charge for missing or damaged items will be the replacement cost of the component up to the EOL fair market value of the total asset. For example, if a laptop with a value of €120 is returned with a cracked display that will cost €150 to repair, the charge is €120. However, if it had a fair market value of €240 you would be charged €150, the cost to repair the display. This protects you from expensive repairs that would cost more than the asset itself.

While leased assets may have what is considered 'normal wear and tear', the equipment must be in good working order for us to resell it to another user. Therefore, you will be charged for any necessary repairs, some of which may be outside the scope of your warranty or maintenance agreement.

Any defects that are covered under manufacturer's warranty or maintenance, as applicable, should be corrected prior to return.

Examples of normal wear and tear:

- *Light/minor scratches on the screen*
- *Faded lettering on the keyboard*
- *Minor scratches on the cover or base*
- *Worn logo.*

Examples of what is not normal wear and tear:

- *Branding with company logo*
- *Missing components*
- *Cracked lid, frame or cases*
- *Broken hinges or latch will not close*
- *Missing/damaged control panel doors*
- *Non-removable labels (epoxy) (do not remove COA)*
- *Monitors/notebook displays:*
 - *cracked or severely scratched screen*
 - *screen burn (see definition*)*
 - *no power or no picture*
 - *mouse burn on LCD.*

*A burnt screen is a cosmetic imprint in the phosphorous coating of the CRT. It is caused by a fixed image persistently displayed on the screen for an excessive length of time. Once this condition exists, it cannot be repaired. This condition is completely avoidable if the equipment is actively used or if a screen saver is employed. Because the condition of a burnt screen is reasonably avoidable, it exceeds the bounds of normal wear and tear.

Your responsibilities when returning equipment:

You may select any carrier for the return of IBM Global Financing equipment, but we recommend that you use a specialist IT removal company. Assistance with shipping can be provided for a fee. Please refer to your Returns Confirmation Letter for details of who to contact directly for a quote for this service.

The responsibility for this return lies with you, the customer, not the carrier. If the carrier fails to perform their responsibilities as you have requested, you must address these concerns directly with the carrier, not IBM Global Financing.

Please be advised that since your carrier will be unable to verify the serial number of the equipment being loaded if it has already been packed for return, additional reconciliation may be required. Final verification of the serial number will occur upon the return, unpacking and receipt of the asset by IBM Global Financing at our facility.

Condition and completeness of equipment:

All equipment must be complete with all components, including cables. You will be charged for missing items. The original lease configuration must be returned along with any mid-lease feature changes that were added to the lease.

Charges due under the contract will be billed to you. These may include:

- *Repair of any damage to the equipment*
- *Payment for any missing equipment or associated items.*

Parts which should be returned with your PC

Notebooks	Desktops	Servers	Monitors	Printers
Power cord	Power cord	Power cord	Power cord	Power cord
AC adapter	Keyboard	Keyboard	Tilt/swivel stand	Cables
Battery	Mouse	Mouse	Signal cable	Paper trays
Floppy Drive	Pedestal/Mini tower with base	Pedestal	Cable/cable covers	Sheet feeders
Covers and bezels	Keys	Keys	Control panel doors	Toner cartridge
Rear connecting door	Cables/cable covers			
Port replicators	Microphone			

This list is not all-inclusive; any other parts shipped with the PC should be returned.





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