

End of Lease Checklist

This checklist helps you to return your devices easily, completely, and well-prepared. It serves as a practical guide to ensure that all steps are clear and comprehensible. For more information, illustrated instructions, and helpful details, please visit our End-of-Lease landing page: <https://www.chg-meridian.com/au-en/products/end-of-lease--chg-meridian/>

1. Registration of a Return

- Appointment of an End-of-Lease Coordinator** to oversee the entire return process (including name, first name, phone number, and email address)
- Specification of the leased devices to be collected**, including lease agreement number, serial numbers – alternatively: exact quantity per device type if serial numbers are not available
- Notification of the complete collection address** where the devices will be made available
- Indication of location-specific details**, such as elevators, stairs, barriers, or limited parking availability
- Indication of whether loose batteries are included**, in compliance with applicable Australian Dangerous Goods Code (ADG Code) regulations for the transport of dangerous goods
- Definition of the desired scope of data deletion** beyond existing agreements, e.g., standardised deletion, certified deletion
- Specification of the planned return date** during which the devices will be made available for collection

2. Preparatory Measures

- Accessories included in the original delivery** (e.g., power supplies, mice, keyboards, cables, etc.) are packed separately according to accessory class. Boxes are clearly labeled on the outside with quantity and contents. Fully functional devices are packed separately and securely for transport.
- Defective batteries have been collected separately** and properly disposed of. Defective batteries must not be sent. Batteries are considered defective if they have severely damaged casings, thermal deformation (e.g., melted cables, deformed casing), excessive heat generation when turned off, leakage of liquid or gas, or are swollen. Applicable Australian Dangerous Goods Code (ADG Code) regulations must be followed.
- All passwords and locks have been completely removed**, e.g., BIOS passwords, customer logos, Apple DEP, Microsoft Autopilot, service menus, etc. Otherwise, lock fees are applicable.

All user accounts, IDs, and activation services (e.g., Apple ID, Windows Live ID, "Find my iPhone," "Find my mobile," etc.) **have been removed**. Devices have been deregistered from management tools such as Apple DEP and Samsung KNOX, as well as from cloud-based networks.

Devices have been fully **reset to factory settings**.

The customer is responsible for **deleting all personal data** before returning the devices – regardless of whether certified data deletion (e.g., eraSURE) has been commissioned by CHG-MERIDIAN.

All **unlicensed programs** have been removed from the device.

Company-related stickers and labels have been completely removed.

3. Preparation for a CHG-Commissioned Collection

Centralised provision of devices: Devices must be made available at a central location for collection – ideally on the ground floor, near an exit, and accessible for pallets and pallet trucks. Deviations from the standard must be communicated during the collection registration.

Packaging of devices: Devices must be packed according to CHG-MERIDIAN packaging guidelines. CHG-MERIDIAN generally recommends providing devices unpacked for collection and having them packed by the logistics service provider commissioned by CHG-MERIDIAN (if agreed).

Reconciliation of reported vs. provided devices: The quantity provided must match the quantity reported to CHG-MERIDIAN for collection. Deviations must be submitted in writing.

On-site support for the carrier: On the day of collection, a contact person must be available on-site to guide the carrier and oversee the collection process.

Parking for the carrier: A suitable parking space for the carrier's vehicle is reserved or marked.

4. Independent Return to CHG-MERIDIAN

The shipment has been **clearly labeled with the reference number** provided by CHG-MERIDIAN.

The **delivery address** has been agreed upon with CHG-MERIDIAN in advance and recorded accordingly in the shipping documents.

The delivery to the designated CHG-MERIDIAN receiving location has been announced **at least 48 hours before** arrival.

Devices have been securely packed according to CHG-MERIDIAN **packaging guidelines** to **prevent transport damage**.

The shipment has been properly declared in accordance with applicable **Australian Dangerous Goods Code (ADG Code) regulations must be followed. (dangerous goods labeling).**