

End of Lease Guide

2025

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End of Lease Options

At CHG-MERIDIAN we're committed to ensuring that the total cost of ownership across your technology is reduced by delivering the best Technology Fleet Management solution for your needs. This guide is intended to assist you with considering your options as your lease agreement approaches maturity. It is important to allow sufficient time before the end of term to consider the next steps.

Your end of lease options include:

1. Return of equipment
2. Extend lease contract
3. Run on (continue casual rental)
4. Purchase equipment

Considering your end of lease options:



Need Help?

CHG-MERIDIAN can help you to reach your desired leasing solution. For additional information or guidance regarding the above, please email our friendly Operations team at customer.solutions@chg-meridian.com

Benefits of End of Lease Options

Each end-of-lease option holds its own benefit depending on your business needs.

CHG-MERIDIAN's solutions are flexible to meet your technology needs and our Operations team are available to help you reach your leasing goals and answer any questions along the way. These benefits include:

<p>Return</p>	<ul style="list-style-type: none"> • Refresh and upgrade your technology • Responsibility of disposing assets in accordance with environmental regulations is managed by CHG-MERIDIAN
<p>Extension</p>	<ul style="list-style-type: none"> • Negotiated rental for fixed term • Time to assess the need for new or additional
<p>Run On</p>	<ul style="list-style-type: none"> • Continue renting the equipment with no lock in contract • Time to assess the need for new or additional equipment
<p>Purchase</p>	<ul style="list-style-type: none"> • Should you wish to retain the equipment CHG-MERIDIAN can quote a purchase value, which upon acceptance and payment will pass title of the equipment to you.

Return

Should you wish to return your equipment there are two methods including Delivery or Collection.

CHG-MERIDIAN can assist with this process to ensure a smooth transition from old to new.

Our standard lease agreement requires the customer to notify CHG-MERIDIAN and arrange delivery to our nominated depot, or CHG-MERIDIAN can provide collection, packing, transportation and data erasure services that can be arranged upon request.

Extension

Should you identify that your technology will continue to perform its desired function, or you are waiting for the next generation of technology to become available, CHG-MERIDIAN is able to offer a fixed term extension at reduced ongoing rental payments.

Run On

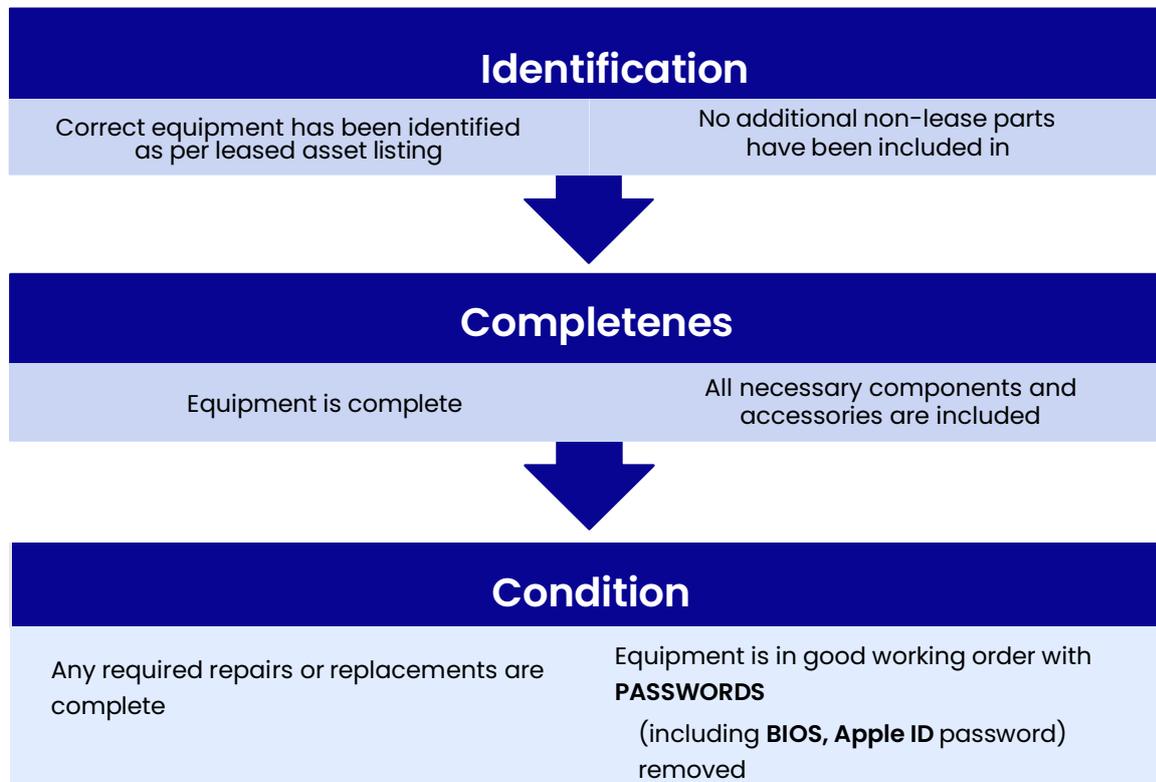
Should you require more time to decide which option is best for you, you can continue rental on a casual basis.

Purchase

Should you wish to retain the equipment CHG-MERIDIAN can quote a purchase value, which upon acceptance and payment will pass title of the equipment to you.

Preparing Equipment for Return

Once you have identified the equipment for return and notified CHG of your intention to return- please check:



An equipment checklist can assist with identifying all the relevant parts and accessories to be returned for desktop or laptop in addition to verifying the condition of the equipment.

Refer to Appendix 1. CHG-MERIDIAN Equipment Return Checklist

Equipment Packaging Recommendations

The correct packaging of equipment can minimise the potential for damage during transit. It is the responsibility of the customer to ensure assets are packed and securely prepared for transit.

CHG-MERIDIAN is also experienced in the transport of electronic equipment and provides a safe and secure national equipment collection service. Please contact us on +61 2 9409 8200 or email customer.solutions@chg-meridian.com for further information regarding this service.

Refer to Appendix 2. Packaging Guidelines

Return Notification

Notifying CHG-MERIDIAN of your intention to return the equipment can be done by emailing our Operations team at customer.solutions@chg-meridian.com using the template enclosed. Consider your data erasure options.

Refer to Appendix 3. Return Notification

Equipment Inspection and Services Process

All returned equipment is inspected and checked using the following criteria.

Completeness	Check if all listed components and associated parts have been returned. For example this may include the power adapter, power cords and peripherals as per the original specifications
Physical Condition	All equipment is checked for cracks, dents, excessive markings, gouges, broken hinges/latches, screen damage and keyboard condition
Packaging/Data Erasure	Checked packaging guidelines to reduce the risk of damaging assets in transit. CHG offers data erasure options. Ensure you backup your files to avoid data loss.

Data Sanitisation and Destruction

If your equipment holds confidential information, it is important to recognise that it is your responsibility to securely remove all data stored on the equipment media drives prior to return. Whilst lengthy, this cleansing process reduces risks to your business. It also ensures protection of your sensitive data and neutralises any potential breach of confidentiality or security.

CHG-MERIDIAN can offer a range of products and levels of cleansing including hard drive destruction. As these are certified services a erasure or destruction certificate will also be available for your records.

Fair Wear and Tear

Equipment should be returned in good working order or you will incur charges for repair or replacement. CHG-MERIDIAN understands that over time the equipment may have a few minor scratches or marks through normal use, therefore good working order means that the equipment is suitable to be redeployed with the same purpose as originally intended. Defects covered by the manufacturer warranty or a maintenance agreement should be reviewed and corrected prior to expiry of any cover and return of the equipment.

Where equipment is received in a damaged condition or with missing parts you will be provided with a charge for the rectification cost which will not exceed the market value of the equipment.

Frequently Asked Questions

Q: What happens if I need more time to consider my end of lease options before the rental agreement expires?

A: If you need more time and an end of lease option is not actioned prior to the lease end date, the agreement will continue into casual rental on a period by period basis until a decision is determined.

Q: What if I am unable to locate some equipment or parts?

A: Upon receipt of the equipment at an CHG-MERIDIAN returns facility we will note any missing equipment or parts. Missing equipment will remain on rental until it is returned or purchased.

Q: Who is responsible for the removal of confidential data from the equipment?

A: It is your responsibility to ensure removal of your confidential data. CHG-MERIDIAN offer various data erasure/destruction services upon request. Please contact us to discuss further.

Q: Who is responsible for the return of equipment?

A: You are responsible for the safe return of equipment to a CHG-MERIDIAN return facility. CHG-MERIDIAN can assist with the collection of the equipment. Please contact us to enquire about our services.

Q: Where do I return equipment?

A: When confirming your return via CHG's tesma portal or via email to customer.solutions@chg-meridian.com you will be provided details of the return location which is also printed on the related return label.

Q: Equipment was replaced by the manufacturer as part of a warranty repair. Does this affect my return of equipment?

A: If equipment is replaced under warranty please provide CHG-MERIDIAN the replacement equipment details, such as serial number and any model changes. If the replacement unit is the same model and specifications of the original this will not impact your return.

Q: Do I need to pack the equipment in the original box?

A: No, you do not but if the original boxes are available, we recommend using them.

Q: What if I have returned equipment that is not part of the rental agreement?

A: Any additional equipment received that is not part of the rental agreement will be assessed and marked for disposal unless CHG-MERIDIAN has been advised of a required remarketing service. A disposal cost will be charged for any environmental disposal costs incurred.

Q: How long prior to the lease end date am I required to give return notification?

A: Please refer to your Master Lease Agreement or Lease Schedule for your return notice period

Appendix 1. CHG-MERIDIAN Equipment Return Checklist

Completeness Check	Yes	No	N/A	Comments
Are the following components present:				
Hard Drive				<i>Check the Hard Drive is functioning normally</i>
Memory / RAM				<i>Check the RAM is not faulty</i>
AC Adapter				
Docking Station (if applicable)				
Battery (if applicable)				
Carry Case (if applicable)				
Paper Trays (if applicable)				
Sheet Feeders (if applicable)				
Toner Cartridge with toner (if applicable)				<i>Ink and toners should be removed from all printers and packed separately</i>
Monitor Base (if applicable)				<i>If the monitor was supplied with a base, it must be returned</i>
Other parts originally provided with the equipment				

Physical Check	Yes	No	N/A	Comments
Is the equipment in physically sound condition? Are there any cracks, broken hinges, LCD Frame damage?				
Are there any missing covers or panels? Are the equipment switches and bezels intact?				
Are there scratches or other visible damage such as bruising or rub marks on the laptop or monitor screen?				

Operational Check	Yes	No	N/A	Comments
Does the system power-on and boot up to the BIOS?				
Does the system boot up on battery power?				
Is there any hardware error when booting up?				
Have all passwords (Apple ID/ iCloud activation/ administrative/BIOS/ MDM/DEP) been removed?				

Appendix 2. Packaging Guidelines Table

Equipment Type	Packaging Guidelines
Desktop / Workstation	<i>Individually wrap equipment in bubble wrap and secure with packing tape</i>
	<i>Place equipment in a strong cardboard box</i>
	<i>Wrap peripherals in bubble wrap and secure with packing tape separately. (keyboards, mouse, power cords, etc)</i>
Laptop / Tablet	<i>Individually double wrap laptop in bubble wrap and secure with packing tape.</i>
	<i>Wrap peripherals (e.g. Power Adapter, cords, etc) in bubble wrap and secure with packing tape separately. Do not place on top of laptop/tablet</i>
	<i>Place laptop on its edge when placing into shipping carton so no pressure is exerted on the face.</i>
Monitor	<i>Individually wrap each monitor in bubble wrap and apply additional bubble wrap to the monitor screen side. Secure with packing tape</i>
	<i>Place monitor, monitor base, power cord and any other cabling in a strong cardboard box ensuring loose components are packed away from the front of the screen.</i>
	<i>Fill any void areas with impact resistant material and seal the box with packing tape. Include the power cord and signal cable.</i>
Printer	<i>Remove toner cartridge, place in a plastic bag and seal with packing tape.</i>
	<i>Wrap any detachable printer accessories in bubble wrap and secure with packing tape</i>
	<i>Place printer upright and accessories in a strong box and add packing material to prevent movement. Seal box with packing tape</i>
General	<i>If returning large quantities, consider palletising</i>
	<i>Secure identification labels to each box with strong, clear tape</i>
	<i>Equipment that is incorrectly packed can incur costly damage charges</i>

Appendix 3. Return Notification

Collection

Client	
Lease Schedule Number	
Preferred Collection Date	
Site Address (pick up)	
Site Contact (name , contact no)	
Business Hours?	
Access Restrictions?	
Special Instructions?	
Do you require data erasure?	
Are the items loose, boxed or palletised? If boxed or palletised what is the qty, weight and dimensions?	
Asset Type / QTY	
(If assets are >25kg or non-standard please include weight/dimensions)	

Delivery

Client	
Lease Schedule Number	
Expected Delivery Date	
Customer Contact	
Business Hours?	
Special Instructions?	
Do you require data erasure?	
Asset Type / QTY	
(If assets are >25kg or non-standard please include weight/dimensions)	