End-of-Lease Device Return Guide

All devices must have **all locks and passwords removed** before returning to CHG Meridian's depot partners. Please contact your IT department to ensure all locks and passwords are fully removed prior to sending devices for return. This ensures a smooth return process and avoids additional handling or rectification costs.

1. Remove All Passwords

- Delete all user, admin, and BIOS passwords from the device.

2. Sign Out of All Accounts

- **Apple devices:** Sign out of Apple ID/iCloud.
- **Android devices:** Remove Google account.
- **Windows devices:** Sign out of Microsoft account.
- Sign out of any other cloud or company accounts.

3. Turn Off Device Locks

- **Apple devices:** Turn off Find My iPhone/iPad/Mac.
- **Android devices:** Turn off Find My Device.

4. Remove from Management Systems

- Unenroll the device from any Mobile Device Management (MDM) systems (e.g., Intune, Jamf, AirWatch).

5. Remove Security Software

- Uninstall Absolute or any other persistent security software.

6. Factory Reset Device

- Erase all content and settings to restore the device to factory defaults.

7. Final Checklist

- All passwords removed
- Signed out of all accounts
- Device locks turned off
- Removed from management systems
- Security software removed
- Factory reset completed

No further action is required from CHG or the depot if all steps are completed.

For assistance:
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