

Logistics process description

What happens after a pick-up request has been submitted to CHG-MERIDIAN:

- CHG-MERIDIAN will review the submitted pick-up request and, if needed, clarify any missing or unclear information within approximately **2 business days**.
- Once validated, the CHG-MERIDIAN logistics team will assign a carrier to collect the equipment.
- The carrier will contact you within **around 5 business days** to coordinate the pick-up date and confirm the collection details.
- On the scheduled pick-up day, the carrier must be received, the collection must be supervised, and the transport documents provided by the carrier must be reviewed and countersigned. Please note: the carrier is **not authorised** to accept or sign any other documents.
- A **suitable parking space close to the building exit** must be provided to allow for truck loading.

After collection:

- Devices are delivered either to CHG-MERIDIAN's Technology and Service Center or to an authorised refurbishment partner – within approximately **15 business days**
- Upon arrival, all equipment is **checked for completeness and registered**.
- The devices then undergo a **visual and technical inspection**, are refurbished, securely erased if required, and prepared for remarketing.