

RETURN GUIDELINE



General Notes on the Return Guideline

All devices must be returned together with the accessories that were included in the scope of delivery.

Passwords and locks must be removed from the devices in advance. Please refer to the Instructions for the Removal of Passwords and Locks.

How do I return the accessories of the devices correctly?

- All accessories that were included in the scope of delivery, such as charging units, mice, keyboards, cables, etc., are part of the device and must therefore be returned in the same way as the device.
- The equipment and accessories must be sorted according to equipment type/accessory type, packed in boxes and made available.
- In case of only small quantities of accessories, they can be packed together in one box.
- The contents and number of accessories must be clearly marked on the outside of the boxes (e.g. 25 x USB keyboards, 30 x laptop power supply units).
- The equipment/boxes/pallets must be packed and labeled in compliance with the Australian Dangerous Goods Code (ADG Code).

How do I return loose batteries correctly?

- Loose batteries, i.e. those that are not permanently installed in the device, must be announced separately in advance. The boxes must be marked according to the currently valid Australian Dangerous Goods Code (ADG Code).
- Loose batteries without original packaging must be packed in a cardboard box with the contact poles taped off.
- Batteries in original packaging or individually packaged batteries do not need to be taped.
- The batteries must be packed in the box in such a way that they cannot move around.

Ensure disposal instructions comply with Australian environmental and hazardous waste regulations. Reference local battery recycling/disposal schemes if necessary

- Severe damage to the battery housing
- Thermal deformation (melted connection cables or deformed housing)
- Increased heat generation when switched off (not during use or charging)
- Fluid leakage
- Gas leakage

Examples of packaging and labeling of accessories

Keyboards and mice



Coil the cables, pack everything in separate boxes and label properly (e.g. 10 x keyboard).

Laptop bags

The bags should be completely empty.



Docking stations



Power supplies



The respective power supply units and connection cables of the devices (notebooks, docking stations, PCs, TFTs, AIOs, etc.) must be coiled and packed separately from other accessories.

Examples of packaging and labeling of accessories for smartphones and tablets

Smartphone and tablet accessories



Accessories of smartphones and tablets such as power supply units, data cable, headphones, adapter (USB to UCB-C), etc. must be packed in the original packaging together with the device.



Tolf the original packaging is no longer available, the accessories must be packed in separate boxes.

Examples of packaging and labeling of loose batteries and other loose accessories

Loose batteries

If the batteries are loose, the contact poles must be taped off.



Other loose accessories

Other accessories such as cables, adapters, etc. are to be packed and labeled according to type in separate boxes: e.g. 30 x miscellaneous cables.

