



CHG-MERIDIAN Return guidelines



All equipment

General checks to be completed by the customer



Data erasure

All data should be removed prior to return. Please be advised that it is your responsibility, under the data protection regulation (GDPR 2018), to erase all personal data from your leased equipment before returning it to us.



Check for damages

Visually check the unit. There should be no structural (including noticeable scratches, cracks, dents or chips) or mechanical damage to the equipment. These are not accepted as normal wear and tear.



Equipment should be complete

Check to ensure all slot covers, doors, panels, knobs, face plates, bezels, power buttons, reset switches, floppy drive ejection buttons and stands (when applicable) are complete.



Accessories

All accessories and components as per the original specification should remain with the equipment. These items would include cables, memory, hard drives, tape drives, cd rom, covers, cases, cards, modems, keyboards, mice, manuals (there should be a minimum of one [1] manual for every five [5] units) and any other accessories and/or peripherals required for full functioning of the equipment.



Softwares

All original operating software, if applicable, should be returned to CHG with the equipment.



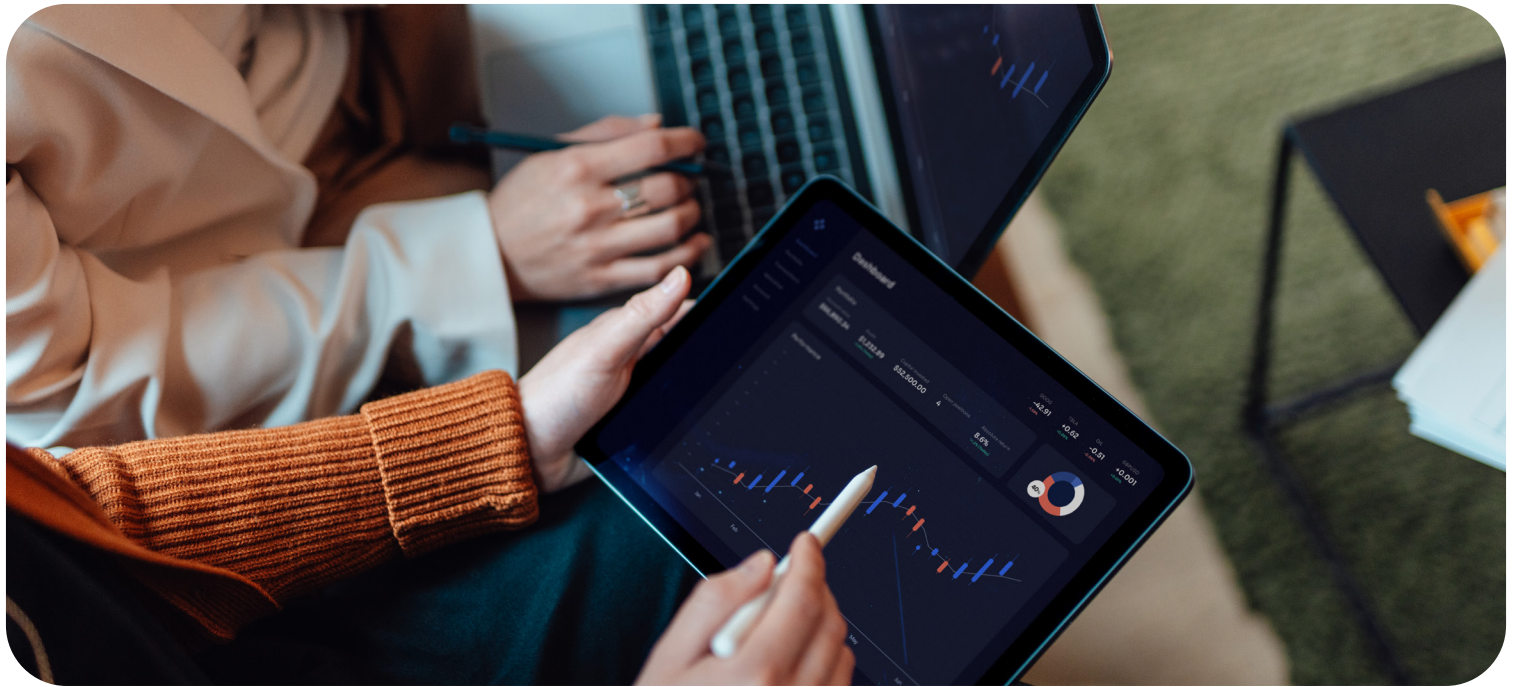
Passwords

Remove any BIOS passwords or any other passwords, control mechanism / restrictions before the equipment leaves the Customer's location. Any equipment returned locked / restricted will be subject to a £5+VAT charge per device for each unsuccessful audit attempt.



Customer stickers and logos

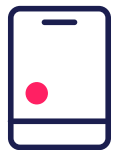
Without damaging the equipment, remove all Customer-supplied decals, logos, insignias, numbers, and any similar identifications and/or markings from the equipment. However, bar codes or stickers placed by the manufacturer should be left on the unit.



Notebooks / laptops

- Video screens should not exhibit screen burn, scratches or dents.
- Keyboards should be complete with no missing or worn keys and should be functional.
- Outer casing and/or case should show no signs of having been defaced in any way.
- All batteries should hold a minimum charge of one (1) hour.
- Include all power adapters, power cords and external peripherals as per the original specifications.

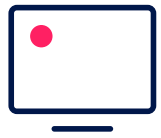
Packaging guidelines for laptops



iPads / tablets

- All devices must be reset to original factory settings (ensuring all passcodes and user ID's have been removed and deregistered from any controlling programs).
- All accessories and components as per the original specification should remain with the equipment. These items would include cables, memory, cards, keyboards, manuals (there should be a minimum of one [1] manual for every five [5] units) and any other accessories and/or peripherals required for full functioning of the equipment.
- Screens should have no cracks, chips or scratches.
- Outer casing and/or case should show no signs of having been defaced in any way.
- All batteries should hold a minimum charge of one (1) hour.
- **If devices are returned with passcode locks the devices may be considered a total loss.**

Packaging guidelines for tablets



Monitors

(all display devices i.e. TFT, CRT etc.)

- Monitors should not exhibit screen burn or scratches.
- All accessories and components as per the original specifications should remain with the equipment.
- Be certain to include stands or video cables.
- Ensure there are no cracks, scratches or chips. This is not considered normal wear and tear.
- Control panel components should be complete.
- Monitors should not be distorted and should have correct screen alignment.
- Monitors should emulate the user environment running windows '95 / '98 / '00.

Packaging guidelines for monitors



Printers

- Please include all power cords, paper trays and cables as per the original specifications.
- Control panel covers should be intact and functional.
- Check to ensure there is no external connector damage. This is not considered normal wear and tear.
- Check to ensure the printer passes the self-diagnostic testing with good print quality.
- Scoring or physical damage to the fuser assembly on laser printers is not considered normal wear and tear.

Packaging guidelines for printers

Packaging



Notebooks/Laptops

- Individually double bubble wrap the units and secure with tape. Ideally packaged in its own box.
- Wrap peripherals/auxiliary units (i.e., power adapters, mouse, cords, etc.) separately in bubble wrap and place in box alongside laptop, NOT on top.
- Place laptop on its edge when placing into shipping carton so no pressure is exerted on the face.



Ipads/Tablets

- Each item should be in its protective case if supplied with item.
- Individually bubble wrap the unit and secure with tape.
- System Units/Workstations
- Individually bubble wrap the units and secure with tape. Ideally packaged in its own box.
- If utilizing End Caps, ensure they fit correctly – you may want to secure with tape.
- Wrap peripherals/auxiliary units (i.e. keyboards, mouse, power cords, etc.) separately in bubble wrap and place in box with the system unit.



Monitors

- Individually bubble wrap each monitor. Place monitor in the box with the screen facing to one side (to avoid damage to the base).
- Include the power cord and signal cable.
- Use adequate packing material such as bubble wrap and cardboard on bottom before placing carton with monitors face down, NOT stacked more than three feet high. Use cardboard between layers. Completed packages should be tightly secured with shrink wrap to prevent shifting.



Printers

- Please be certain to bag and pack toner cartridges separately. This action prevents toner damage to the printer.
- Place units upright in carton.



General comments

- If you are shipping large quantities, you may want to consider palletizing.
- Secure identification labels to each box with strong, clear tape (Identification labels MUST contain your company name and our lease number).
- Equipment that is incorrectly packed can incur costly damage while in transit.



CHG-MERIDIAN can provide collection, packing, transportation and data erasure services, please ask us for details.

Shipping

Our office address does not have a warehouse facility, anything shipped to this address will be re-fused. All returns must be pre-arranged.

Please contact us prior to any return on: Operations_UK@chg-meridian.com



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Contact us