

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 7 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 authorized** to accept or sign any other documents.
- A **suitable parking space close to the building exit** must be provided to allow for truck loading.

Depending on the data erasure agreement, the following scenarios apply:

- **eraSURE® or No data erasure agreed & devices pre-packed by customer:**
The carrier will only verify and record the number of packages or pallets on-site. No inspection of the contents or device condition will be performed.
- **eraSURE® or no data erasure agreed & devices to be packed on-site by the carrier:**
The carrier will count the devices, pack them using dedicated packing materials brought along, and document the quantity and type of devices as well as any visible physical damage on the bill of lading.
- **eraSURE®+ agreed:**
The carrier will count the devices, **scan their serial numbers (as far as possible)**, pack them using suitable materials, and document the quantity, type, and any visible damage on the bill of lading. In addition, the carrier will generate a separate list of all scanned serial numbers.

After collection:

- Devices are delivered either to CHG-MERIDIAN's Technology and Service Center or to an authorized refurbishment partner — within approximately **10 business days** via a HUB system (for eraSURE® or standard collections) or directly (for eraSURE®+).
- 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.