

## Our Process

Following your enquiry, we will send three documents for your attention:

1. Our collection note requesting make, model and quantities of items.
2. A site survey to ensure we are aware of any access or parking restrictions and any heavy items.
3. A client specification detailing the standards of data sanitization and / or destruction for each product type.

Once these documents have been returned, we will identify the vehicle and manpower required and schedule a pick up at your convenience.

Our driver will call one hour away so you don't need to hang around all day. The driver will load the vehicle and check items off against the collection notes as they go.

We will create a full asset register noting make, model, serial number and initial condition (visual at this stage) and send this back to you to ensure it's all intended for processing.

Once we get the go-ahead, we will fully data sanitize and test every item, providing you with a full breakdown of the condition and performance of every asset as well as our final offer for the value of your assets.

Once this offer has been accepted, we will physically destroy any failed data-bearing items and send for recycling anything that is not saleable but contains no data.

## Things you can do to increase the value of your items:

- BIOS/UEFI must be unlocked at all levels (user as admin).
- Hard drive must be unlocked at all levels (user as admin).
- Smartphones/tablets must be unlocked at all levels.
- Devices must be deleted from the company's mobile device management (MDM).
- Tracking software - e.g. Computrace - must be disabled.

## Re. smartphones/tablets

- “Find my iPhone” must be disabled (Apple).
- The device cannot be locked by an account (e.g. iCloud)
- Locked products are categorized as “Grade D”, if they are locked they can only be destroyed.

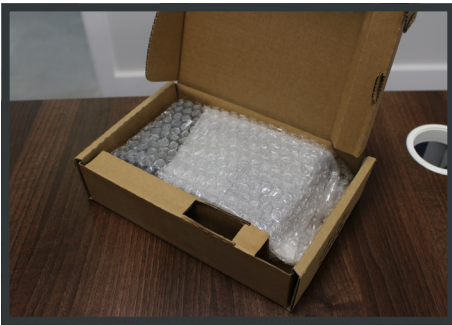
## Our grading system:

### BNIB (Brand new in box)



This is for unused items still in their original/sealed packaging, most often seen with spare printer cartridges.

### OR (Open retail)



These come “as new” except the manufacturer’s seal is broken. They will be in excellent condition.

Laptops/Netbooks/iPods/Tablets

Retail boxed/Plain Boxed

AC/Power Adaptor included

Good as new condition - nice and shiny!

### Grade A



This is similar to the open retail grade, but items are not boxed. Often items that have seen very light use, have no scuffs or scratches and their original charger.

## Grade B



We use grade B machines for our own staff and they are our most common seller.

Any of the below criteria will result in a B grading. If the item meets multiple points the grading may be reduced to a C.

Cosmetics, but none that affect usability or functionality

May have faint scratches on screen however these will not be visible when the screen is on and won't affect use

Cosmetic scratches on lid/casing - this isn't impact damage just well used

ThinkLight may not work on Lenovo ThinkPad where applicable

Rubber feet may be missing

They will hold a good charge (battery life will be less on older models)

AC/Power Adaptor included (also in good condition)

PC/Desktop computers will be in good condition however will feature scratches/marks on the units from normal use. These marks will not affect use and are not from drop damage.

Polished keys and/or palm rest



## Grade C



Grade C is the final grade that we will offer value against. This band is differentiated by the level of damage to housing that may be in place. Again, this does not affect the internal workings of the machines.

Grade C products may have:

Cracks in plastics particularly around hinges

Major scuffs or scratches on screen

One or two dead pixels

Cosmetic damage to keyboard bezel

Cosmetic damage to screen bezel

Cosmetic damage to top cover

Heavy fading around stickers that need removing such as company asset stickers

Multiple faults listed under Grade B

Letters heavily worn on keyboards or areas where the paint has worn through from handling

## Grade D



Grade D is mainly reserved for non-functioning items or those that have seen too hard a life to be saleable. D grade items will be used for spare parts where possible, to keep the components in circulation, but destruction and recycling will occur in some cases. Any data bearing components we are unable to sanitize will be destroyed.

## Jargon Buster!

1. "Scratch": a line/mark that is visible when looked at close up
2. "Scuff": a mark up to about the size of a thumb print
3. Some products come from corporate companies where they are security marked. As this product has been managed out of their inventory this isn't an issue, but it does affect the look of the machine.
4. Your screen has thousands of tiny "pixels" or dots; sometimes these "die" and turn black
5. When you use a keyboard you gradually wear some of the keys on the keyboard
6. Where a security mark is indelibly marked, if it identifies the source of the item, the mark will be physically removed (cut or sanded) and may render the item unsaleable.