

CSI's END-OF-LEASE GUIDE

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INTRODUCTION

Your lease is expiring. Our commitment continues.

Here we are, at the end of your lease term. It's the moment of truth for any leasing company. Before we dive in, we want to take a moment to thank you for being a CSI customer. We know you have options when making equipment acquisitions, and we are grateful you chose us. Hopefully, we've provided you with the exceptional service that we strive for with every customer.

Our customers repeatedly tell us that our end-of-lease process is the best in the business. We invest a tremendous amount of time and resources into making sure that your experience at the end of the lease term is smooth. We work hard to understand what keeps you up at night and to provide services that make your life easier.

This guide was designed to walk you through the returns process, step-by-step. If you stumble upon something that isn't clear or you are still left with unanswered questions, please just let us know and we will do everything we can to further explain.

At the end of the day, our job is to make your life easier. And if we succeed, we hope we can earn your business for years to come.

Now let's get started!

ROLES & RESPONSIBILITIES

Understand your part in the end-of-lease process.

We understand that the end of a lease term can be confusing. Knowing exactly what role you play will hopefully make it a lot easier. We try to lighten your load as much as we can, however there are still a few tasks we ask you to complete.

YOU

- Provide CSI notice of your end-of-lease plans by the agreed upon date in the contract.
- Prepare your devices by removing or deactivating all anti-theft security software and mobile device management (MDM). Please note: CSI/EPC are unable to remove devices from your cloud management tools.
- If you are using your own carrier, arrange for transportation in a timely manner so that it arrives before the lease expiration date.
- Properly package the equipment according to the guidelines set forth in this manual.
- Ensure equipment arrives at CSI/EPC by the termination date. *

CSI

- Provides renewal and/or buyout information.
- Provides return shipping information, such as which CSI/EPC location to send to, cost savings by using CSI's carrier, etc.
- Contacts you in the event of missing or damaged items and explains the next steps.
- Sanitizes all hard drives according to the National Institute of Standards and Technology.
- Properly recycles anything that cannot be cleansed or is obsolete.

** CSI typically allows for a seven-day grace period. Be sure to check your contract or ask your account executive for specific terms and conditions.*

RETURNING YOUR EQUIPMENT

Time to return your equipment? Time for us to shine.

Here is a brief overview of CSI's return process. From notice of termination through sanitization and sustainability reporting at the end, the process is quick, easy, and efficient.



Within 90 days of expiration, we ask that you give us notice that you plan to terminate the lease. You can then return, extend, restructure, or purchase the equipment until the last day of the term.



For equipment returns, your CSI asset return manager will contact you several weeks prior to lease expiration and coordinate shipping options.



You uninstall equipment and ship to CSI. Prior to shipping, please prepare your devices by removing or deactivating all anti-theft security software and mobile device management (MDM).



Upon arrival at CSI, returned equipment is moved directly into a secure environment with limited access. In most instances, within 72 hours after your shipment has arrived the equipment has been processed by the receipt teams, you can log on to MyCSI to see exactly what we received.



Equipment is sanitized according to the National Institute of Standards and Technology. Any hard drives that can't be sanitized are destroyed.



Within 30 days, you will receive a list of missing or damaged items, if applicable, with time to return or replace those items.



After sanitization, equipment is remarketed. All end-of-life assets are properly recycled according to local environmental laws.



Log on to MyCSI to download certificates of sanitization and sustainability reports (NB, where functionality is available in country).

RETURNING YOUR EQUIPMENT

Just a scratch or damaged beyond repair?

When returning your equipment, it is important that it be in good, working condition. However, we understand that you have been using equipment for several years and there is a difference between normal wear and tear and actual damage.

NORMAL WEAR AND TEAR

Normal wear and tear on equipment is expected and does not incur additional charges. Examples include:

- Minor scratches on screen
- Faded lettering on keyboard/worn logo
- Minor scratches on cover/base
- Removable labels and stickers

BEYOND NORMAL WEAR AND TEAR

Damage beyond normal wear and tear is typically the customer's responsibility. It's important to note that all charges are based on wholesale fair market value for either parts or the cost to replace the equipment. Chargeable damage includes:

- Screen displays that are cracked
- Screen displays that have deep scratches
- No power or picture
- Screen-burn
- Broken or missing hinges and latches
- Non-removable labels or stickers
- Broken or missing panels or cover plates
- A cracked or broken lid, frame or case
- Devices that are activation locked
- Smartphones and POS devices: batteries on mobile devices that do not hold a minimum of 80% of the original capacity as specified by the manufacturer.

IS IT IN WORKING CONDITION?

Equipment must also be fully functional in order to avoid damage charges. Any system that falls into one of these categories would result in a charge:

- System failed to boot
- Missing/damaged hard drive (All encryption password locks must be removed prior to returning equipment.)
- Missing/damaged memory

WHERE TO RETURN EQUIPMENT?

More locations mean less miles to ship.

CSI/EPC has facilities strategically located around the world. Please contact your asset return specialist for help determining which facility to ship to. They are also happy to arrange shipping for you with one of our preferred carriers, typically resulting in significant savings.

HEADQUARTERS

St. Charles*

EPC, Inc.
3941 Harry S. Truman
St. Charles, MO 63301
t 636.443.1999 | f 636.443.1998

UNITED STATES

St. Peters

EPC, Inc.
EPC Technology Center
850 Jungermann Rd
St. Peters, MO 63376
t 636.410.0442

Bethlehem

EPC, Inc.
2980 Avenue B.
Bethlehem, PA 18017
t 610.295.0073 | f 610.398.4011

Houston

EPC, Inc.
12211 Parc Crest, Ste 190
Stafford, TX 77477
t 281.933.9660 | f 281.879.1499

Las Vegas

EPC, Inc.
74 West Craig Road, Ste. 100
North Las Vegas, NV 89032
t 702.458.0092 | f 702.458.0016

Wright City

EPC, Inc.
100 S. Stringtown Road
Wright City, MO 63390
t 636.410.0488 | f 636.745.2469

Columbia

EPC, Inc.
1326 Bush River Road
Columbia, SC 29210
t 803.788.5042 | f 803.788.5459

CANADA

Calgary

CSI EPC Ltd.
3007 16th Street NE
Calgary, AB T2E 7K8
t 403.291.9158 | f 403.291.9301

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CSI EPC Ltd.
3007 16th Street NE
Calgary, AB T2E 7K8
t 403.291.9158 | f 403.291.9301

Edmonton

CSI EPC Ltd.
12163 156 Street NW
Edmonton, AB T5V 1E6
t 587.635.2745

Toronto

CSI EPC Ltd.
2400 Winston Park Drive, Unit 4
Oakville, ON L6H 0G7
t 905.829.0770 x 55 | f 905.829.0773

Vancouver

CSI EPC Ltd.
19155 38 Ave, Unit#106
Surrey, BC V3S 0L5
t 877.833.5890 | f 778.670.9444

LATIN AMERICA

Mexico

EPC Mexico
Cafetal 11, Col Granjas México CP
08400 Alcaldía Iztacalco CDMX.
t 36.83.31.00

Costa Rica

EPC C.A.C.
Ofibodegas del Oeste, Bodega #18
San Rafael, Alajuela, CR.
CP 20108 Costa Rica
t 506.2293.5804

Peru

EPC Peru, S.A.C.
Av. Emilio Cavenecia, 151, of. 408
Distrito de Miraflores
Lima, Peru
t 511 680.49.01

Colombia

EPC Colombia S.A.S
Autopista Bogota Medellin Km7
Parque Industrial Interpark
Bodega 85 – 3
Funza, Cundimarca
t 571 489.44.00 ext. 3401

EUROPE

United Kingdom

EPC, Inc.
Unit 1-2 Chambers Way
Newton Chambers Road
Thornccliffe Business Park
Sheffield, S35 2PH
United Kingdom
t 0114.399.3900

Slovakia

EPC, Inc.
Gogolova 18
851 01 Bratislava
Slovakia
t 421.903.426.898

Spain

EPC Global Solutions Spain
Avenida de la Barca 45
19200 Azuqueca de Henares
Guadalajara
t 34 618.423.011

Germany

EPC Global Solutions - Frankfurt
Heinrich-Hertz Str. 6
64560 Riedstadt (Wolfskehlen)
Germany
t 49 (0)6158 74097 0

EPC Global Solutions - Hamburg
Waldhofstraße 1-5
25474 Ellerbek
Germany
t 49 (0)4101 78081 0

ASIA

Malaysia

BG07, Block B, Ground Floor,
KL Industrial Park,
Batu 5, Jalan Klang Lama,
58200 Kuala Lumpur.
t 03-7492 9052/ 03-7782 4448

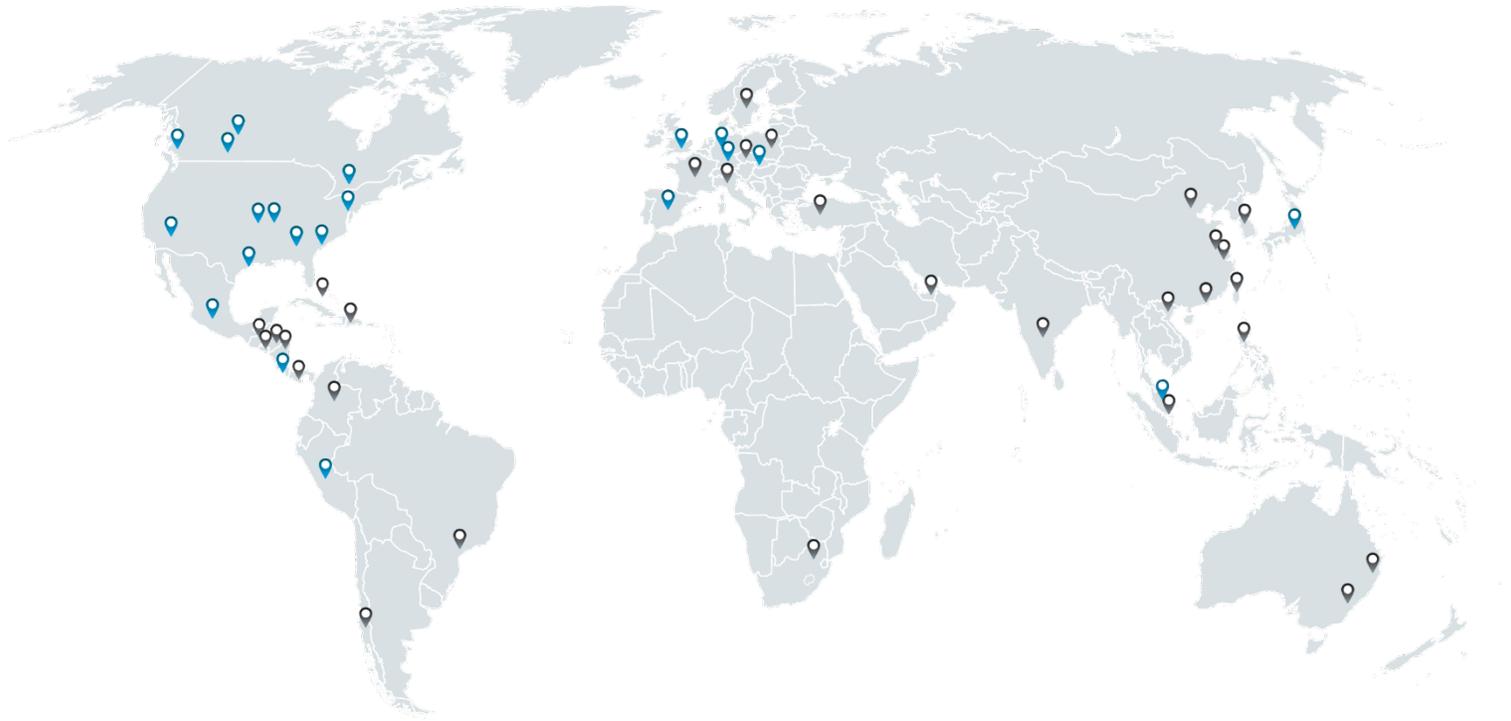
Japan

EPC Japan K.K.
4F, GLP Zama, 2-10-10,
Hironodai, Zama,
Kanagawa, Japan
t +81.46.259.8210

WHERE TO RETURN EQUIPMENT?

More locations mean less miles to ship.

We own numerous return facilities strategically located throughout the Americas and Europe, and also have an extensive network of vetted equipment processors worldwide. This gives us control of our customer experience from beginning to end.



AMERICAS

USA
Dominican Republic*
Brazil*
Chile*
Colombia
Guatemala*
Honduras*
El Salvador*
Nicaragua*
Panamá*
Mexico
Costa Rica
Peru
Bahamas*
Puerto Rico

EMEA

United Kingdom
Germany
Slovakia
Spain
Sweden*
France*
Italy*
Poland*
Czech Republic*
Turkey*
Dubai*
South Africa*

ASIA PACIFIC

Malaysia
Japan
Australia*
India*
Beijing*
Singapore*
Shanghai*
Hong Kong*
Philippines*
Taiwan*
Korea*
Vietnam*

**Facilities are a part of our vendor network, providing similar services as our owned facilities.*

PACKING GUIDELINES

Help avoid damage during transit with these packing guidelines.

The following packing guidelines were designed to help you prevent damage that may occur during shipping. If CSI arranges shipment and there is transportation-related damage, we will process a damage claim with the freight company. If you choose to make your own shipping arrangements, you are responsible for filing the claim once CSI notifies you of the damage.

- Only return items to CSI/EPC that are related to the lease being terminated. This may sound obvious, but nearly every week we get equipment sent to us that was not intended to be returned to CSI. So be sure to double-check your shipments!
- Label every box with your organization's name. We want to make sure we are crediting the correct customer for the return.
- Peripheral items (keyboards, mice, cords, adapters, docking stations, etc.) can be returned within the same box, separate from the equipment.
- Properly pack your equipment according to our guidelines to avoid in-transit damage. Supplies you may need while packing include a pallet, cardboard boxes, packing tape, strapping tape, bubble wrap, and plastic wrap.
- It's always a good practice to include a list of items you are returning, but it's not required.



Don't want to pack and ship it yourself? We can help! Our trained specialists will come to your facility, wrap and pack everything for you, and even put it on our own truck to ship it to one of our facilities. Call your asset return specialist for a quote.

PACKING GUIDELINES

Help avoid damage during transit with these packing guidelines.

LAPTOPS

1. Secure the bottom of a shipping box with packing tape.
2. Line the box with bubble wrap.
3. Wrap each laptop in bubble wrap and secure with packing tape.
4. Place wrapped laptops in the box, lining them up next to each other.
5. Include all peripheral items, such as mice, power adapters and docking stations.
6. Once the box is filled with laptops, fill any empty spaces with bubble wrap.
7. Seal the top of the box with packing tape.
8. Clearly label the box with your organization's name.
9. Stack boxes on a pallet and secure with two layers of plastic wrap.
10. Clearly label the pallet with your organization's name.

DESKTOPS

1. Place a piece of cardboard on the base of an empty pallet to provide support.
2. Stack tower systems on top of each other. Make sure all contents remain inside the perimeter of the pallet.
3. Include all peripheral items, such as mice, power adapters and docking stations.
4. Use strapping tape to wrap the layers together.
5. Start from the base and completely surround the pallet contents with plastic wrap.
6. Clearly label the pallet with your organization's name.

MONITORS

1. Secure the bottom of a shipping box with packing tape.
2. Line the shipping box with bubble wrap.
3. Wrap all cords around the monitor.
4. Cover the entire unit with bubble wrap and secure with tape.
5. Place the monitor face up in the box.
6. Repeat until the box is filled.
7. Once the box is filled with monitors, fill any empty spaces with bubble wrap or other packing material.
8. Secure the top of the box with packing tape.
9. Clearly label the box with your organization's name.
10. Place boxes on a pallet.
11. Start from the base and completely surround the pallet contents with plastic wrap.
12. Clearly label the pallet with your organization's name.

PACKING GUIDELINES

Help avoid damage during transit with these packing guidelines.

PRINTERS

1. Secure the bottom of a shipping box with packing tape.
2. Line the shipping box with bubble wrap.
3. Remove the toner cartridge and paper.
4. Completely wrap the toner cartridge in bubble wrap.
5. Place the printer in the box and put the protected toner cartridge on top.
6. Cover the printer and cartridge with packing material.
7. Secure the top of the box with packing tape.
8. Clearly label the box with your organization's name.
9. Stack boxes on a pallet. Be sure the printers fit within the borders of the pallet. Printers tend to hang over the edge.
10. Start from the base and completely surround the pallet contents with plastic wrap.
11. Clearly label the pallet with your organization's name.



Please do not stack unboxed printers onto a pallet. This can easily cause damage resulting in additional charges.

CABINETS WITH SERVERS AND NETWORKING EQUIPMENT

1. Secure all equipment and components installed in cabinets. Secure all locking devices and retract leveling devices. Do not remove equipment from the cabinet.
2. Remove all asset tags and labels.
3. Wire tie cabinet keys inside of the cabinet in plain sight.
4. Completely surround the cabinet with several layers of plastic wrap.
5. Wrap the corners of the cabinet with cardboard.
6. Wrap the cabinet with bubble wrap.
7. If the cabinet weighs more than 1,000 lbs., it should be placed in a crate.
8. Clearly label the cabinet/crate with your organization's name.

NON-IT ASSETS

Non-IT assets can span a wide range of shapes and sizes and may require special packaging. Please contact your asset return specialist for help. Examples include:

- Material Handling: Forklifts, order pickers, pallet jacks, powered pallet trucks (walkies), reach trucks, towing tractors, skid steer loaders, side-loaders, conveyors, etc.
- Medical Equipment: Diagnostic imaging (x-ray, ultrasound, CT, MRI, PET), patient monitoring (ECG, EEG, respiration, blood pressure), life support (defibrillators, ventilators, anesthesia, dialysis), therapeutic (infusion/IV pumps), surgical (robotics, lasers, endoscopes), life sciences/laboratory (blood/gas analysis, genetic sequencing, mass spectrometers), optical equipment, veterinary equipment, FF&E (surgical tables and lamps, beds, wheelchairs, gurneys, sanitization, food service equipment)

FREQUENTLY ASKED GUIDELINES

You have questions, we have answers.

WHAT ARE MY END-OF-LEASE OPTIONS?

At the end of a lease term, you are able to make decisions on an asset-by-asset basis. For each piece of equipment, you can choose to return it, purchase it at fair market value or extend its lease.

HOW DO I NOTIFY CSI OF MY END-OF-LEASE DECISION?

A written notification of intent is required as outlined in your lease agreement.

I MAY NEED LONGER TO GATHER ALL OF MY EQUIPMENT; WILL THIS BE A PROBLEM?

CSI typically allows for a seven-day grace period. Be sure to check your contract or ask your account executive for specific terms.

AM I ABLE TO SUBSTITUTE EQUIPMENT?

We consider equipment substitutions, like laptops and PCs, on a case-by-case basis during returns. Substitutions are permitted when the replacement item is of equal or greater value, in working condition, and not under another lease. Please discuss potential substitutions with your asset return specialist to ensure they meet our criteria and support a beneficial negotiation.

IS DATA WIPING INCLUDED WHEN I RETURN MY EQUIPMENT?

Data wiping services are available for Intel-based devices, with details on cost arrangements provided upon request. If you possess non-Intel equipment that requires data wiping, we are prepared to offer a tailored quote. Typically, our rates are more competitive than those of the original equipment manufacturer.

WHO WILL PAY FOR RETURN SHIPPING?

You are responsible for the cost of shipping the equipment back to the nearest returns facility.

THAT'S A WRAP

We value your business and look forward to supporting your future needs.

Thank you for taking the time to properly package your equipment. We want to help ensure everything makes it to our facility intact so that you can move on to other things, such as planning your next equipment acquisition.

For more information or for assistance with your returns, please contact CSI's returns management department. If you are in the US, you can reach us at 800.955.0960. For those outside the US, please use the following email addresses to contact us based on your region:

- For North America: csi.returns.na@csileasing.com
- For Europe: csi.returns.eu@csileasing.com