

Caring for and Managing your Tech-as-a-Service Assets

You and your technology assets

We make a financial investment in the assets on subscription which may not be fully recovered through your subscription payments. We make this investment to benefit you by providing reduced subscription payments on the understanding that the equipment will eventually be returned in good working order and cosmetic condition for remarketing/re-use by our Asset Management partner.

Our ability to remarket and recover the up-front financial investment in the equipment is critical to our ability to continue to offer competitive subscription rates. The value of the financial investment is based on the market value of the equipment after normal “wear and tear” at the end of the subscription period is factored in.

On return “Tech as a Service” assets will be refurbished, upgraded and redeployed to secondary users, therefore it’s important that they are returned in a good re-usable condition.

At the end of the subscription it is your responsibility to return the assets to the nominated processing centre for testing and secure data removal. On return, the equipment is thoroughly inspected and tested so it needs to be in full working condition and complete with all accessories upon return.

We appreciate that through usage assets may have minor scuffs and scrapes, this is expected and acceptable, however for more serious damage or loss, we will make an appropriate charge.

The charge for missing, damaged or non-functional items will be equal to the replacement cost of the item up to its market value. For example, if a laptop is returned with a cracked display, the costs to repair could be more than the market value, therefore you would just be charged the market value amount. It is our policy to charge for repairs up to, but not exceeding the value of the asset.

Normal “Wear and Tear”

We understand that even though our customers may use their best efforts to maintain their equipment, “Normal Wear & Tear” does occur. It is not Tech Data’s intention to invoice customers for “Normal Wear & Tear”. Below is information that will help you in determining what is considered “Normal Wear & Tear” at the end of the subscription.

- ✔ Minor surface scratches on plastics or metal casing
- ✔ Minor/light, superficial scratches on LCD screens
- ✔ Faded lettering on keyboards, slight plastic colour fading
- ✔ Faded manufacturer’s logo
- ✔ Removable asset tag labels and stickers

Unacceptable Damage or Condition

- ✘ Removal of OEM serial number identification, FCC product tags, or Microsoft COA
- ✘ Security, Anti-Theft Marking, for example stamped, scored or burnt markings into the case
- ✘ BIOS or Admin passwords not removed from the machine, locked processor and/or hard drive
- ✘ Locked devices, Apple iCloud, Find My Device, Mobile Device Management, Device Enrolment Program (DEP), Android Device Manager, Trusted Platform Module (TPM)
- ✘ Cracked, broken and/or chipped plastics, bent metal frames or housings, broken and/or missing hinges and latch catches
- ✘ Water damage, or water ingress, activated Liquid Contact Indicators
- ✘ Scratched monitor glass and/or LCD panels, pixel damage, LCD cracked beyond repair, screen burn
- ✘ Missing/damaged buttons, switches and keycaps
- ✘ Major equipment discoloration or dirt requiring more than light cleaning for resale/reuse
- ✘ Toner and/or ink spillage that renders a printer device unusable
- ✘ Other extensive physical damage that prevents the equipment from being remarketed/reused

Unacceptable Equipment Function Conditions

- ✘ Missing and/or Damaged Components: an item that does not function as intended or is not fully operational. This includes items that are defective in ways that render them difficult to use, items that require service or repair, or items missing essential components.
- ✘ Missing and/or Damaged Accessories: AC power adapters, power packs, docking stations, keyboards, mice, monitor stands, mounts, adapters, additional memory or storage.
- ✘ Non-working: an item that fails to pass “power on self-test” (POST) or to operate in any capacity or is deemed beyond economic repair.
- ✘ Batteries: that do not hold an electrical charge, 60 minutes for portable computers, 240 minutes for tablets and smartphones.

Speak to us about buying your hardware, software and services via subscription today,
email hello@gbmdt.co.uk or call us on **0161 605 3838**