

RETURNS PROCEDURE

Mobile Assets

Econocom UK is about to make arrangements to collect your end of term equipment.

Please give yourself time to prepare the devices before the return date.

To minimise any condition costs, we request that you prepare these devices as follows:

- Remove any network locking to a mobile phone service.



- Ensure that all devices that could be locked to iCloud / Microsoft, are factory reset before you return them.



- Where devices are managed via a Mobile Device Management system (e.g. Lightspeed), these should be released from that tie in.



- Remove any BIOS passwords, or provide BIOS passwords to our logistics partners, via a secure email after they have been received into their warehouse.



- Remove any encryption, or forward encryption removal instructions to our logistics partner electronically and not with the equipment.



- Ensure that all locks are removed.



If you or your team do not understand how to carry out these procedures, we will help you.

Econocom UK will ensure that all data and software is protected up to the point of secure wiping or destruction.

Following this service, an audit will be provided for you to retain as evidence for your auditors. Comments on conditions are also provided.

N.B. A device with intact passwords, locking and security may be scrap and beyond economic repair, this represents a loss to Econocom which may result in further charges. Econocom cannot normally remove this protection once it is removed from your site.