



End of Lease Guide

PC and Mobility

End of lease options, support and contact information, key steps for successful equipment return and return locations, associated costs and frequently asked questions.

Introduction

Thank you for leasing with IBM Global Financing. This End-of-Lease Guide is designed to assist you with:

- Understanding resources available to you and where to get assistance with your end-of-lease decisions.
- What to expect as your financed equipment approaches end-of- lease.
- How to easily manage and execute your end-of-lease choices.
- Guidance for packing and returning financed equipment.

At any time, please contact your IBM Global Financing representative for further assistance.

Managing your equipment

IBM Global Financing understands the importance of strategic IT life cycle management. As your equipment approaches end of lease, we have created this guide to assist you with the end of lease process.

The following resources are available to you to help manage your assets and support your end-of-lease options.

End-of-Lease Centre

An online automated self-service end-of-lease tool that allows you to view end-of-lease choices and electronically [submit your decision](#).

End-of-Lease Support

Call or email to connect with an IBM Global Financing support representative.

- 1.800.426-3552 (M-F, 9am-5pm ET)
- askeol@us.ibm.com

What to expect at end-of-lease

As your equipment approaches end of lease, IBM Global Financing will send you a 60-day notification letter.

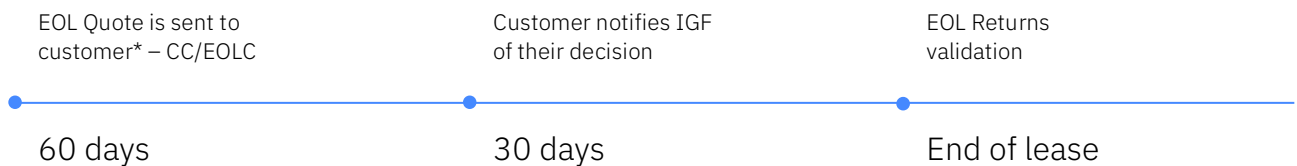
* This notification will contain end-of-lease options.

Important: Your end-of-lease decision is required 30 days in advance of your lease expiration date.

Tip: Utilize the End-of-Lease Centre or Customer Centre to provide timely notification.

Refer to your lease contract for all end-of-lease terms and conditions that apply to your leased equipment.

End of lease timeline



*for applicable contracts

End-of-lease options

1. Purchase

You may choose to purchase your asset at the end of lease. Purchase quote is within end-of-lease notification.

2. Lease renewal

Lease renewal options for specific terms (for example 6, 12, or 18 months) are provided within the end-of-lease notification. Other options may be available upon request.

3. Monthly continuation

- You are required to provide a specific end-of-lease date at least 30 days prior to end of lease.
- Without notification your lease will go month-to-month - Once in place, if you decide to terminate the month-to-month continuation, you are simply required to provide 30 days' notice to IBM Global Financing.

4. Return of equipment at end-of-lease date

You may select to return your equipment at the end of lease. Please follow the Equipment Returns Process in the next section to ensure timely, efficient handling of your returned equipment.

*If you are a Purchase Order (PO) driven client, you will need to either update your existing PO to cover the end-of-lease transaction or open a new PO.

Returning your equipment

Key steps for successful equipment return

1. Ensure you have notified IBM Global Financing a minimum of 30 days prior to end-of-lease notice that you intend to return your leased equipment.
2. Notify IBM Global Financing of any machine serial number discrepancies with your equipment. (lease type/serial and replaced type/serial).
3. Prepare the equipment for return – take the following steps to avoid unnecessary charges:
 - Remove all passwords and any customer stickers
 - Delete all confidential data
 - Equipment should be returned with all components that were leased, if not, charges will be applied upon any missing item.
4. Example of parts to be returned together with leased asset:

Notebooks/Tablets	Desktops and Servers	Monitors	Printers	Smartphones
Power cord	Power cord	Power cord	Power cord	USB Cord
AC adapter	Keyboard	Tilt/swivel	Cables	Wall Adapter
Battery	Mouse	DVI-Digital cable	Paper trays	Battery
Docking station with keys	Pedestal/mini tower with base	VGA-Analog cable	Sheet feeders	
Covers and bezels	Cables/server cable covers	Cable covers	Toner cartridge**	
Port replicators	Server Rail Kit	Control panel doors		
External disk drives				

** When shipping toner cartridges, remove from printer and package separately in a plastic bag. Refer to the section on Packing Tips for more details.

5. Ensure equipment is packed appropriately to avoid damage and additional charges. For more information regarding complete care of your equipment before shipment, please print your Checklist and Packing tips available on our website.
6. Select a transportation company of your choice and ship your equipment to IBM Global Financing.

Return Locations for PC equipment:

US Location:

IBM Credit LLC c/o Global Resale
2214 W. Braker Lane Austin, TX 78758

Canada Location:

Geodis/Mackie Group
c/o IBM Global Financing
4175 14th Ave Dock 20
Markham, Ontario L3R 5R5

Important:

- Engage a reputable transportation company. Under standard terms and conditions IBM Global Financing is not responsible for any costs incurred in returning equipment. You will continue to be responsible for the equipment until it arrives and is accepted by IBM Global Financing.
- Serial numbers for equipment listed in bill of lading are not proof of delivery. Final verification of the serial number(s) will occur upon the return, unpacking and receipt of the item of Equipment by IBM Global Financing at our facility. Your transportation carrier will receive signed copy for shipment with stamp "Subject to confirmation".

Damaged equipment and normal wear & tear*

Leased equipment must be returned in good working condition. In the case of missing or damaged equipment or accessories, you will be responsible for the replacement cost of such items up to fair market value (FMV) price.

For example, if a laptop is returned with a cracked display that costs more to repair than the quoted FMV value, you will be charged the lower amount.

Example #1 Damaged Laptop

Display FMV = \$250
Repair = \$300
Client owes: \$250

Example #2 Damaged Laptop

Display FMV = \$600
Repair = \$300
Client owes: \$300

Examples of normal wear & tear

- Light/minor scratches on the screen, cover, or base
- Faded lettering on keyboard
- Worn logo - do not remove Certificate of Acceptance (COA)

Examples NOT considered normal wear & tear

- Missing or damaged components, accessories, control panel doors
- Cracked screen, frame, or case
- No power / no picture; suspense/resume problems
- Screen burn or permanent indentation on LCD caused by mouse or keys
- Non-removable stickers/labels

*Refer to your lease contract for full details on Damaged equipment

FAQs

Q. I would like to know if my equipment was received.

A. To confirm receipt of specific machines you can send an email to askeol@us.ibm.com, referencing the serial number and Bill of Lading number / tracking reference.

Q. I've returned my machines, why am I still being charged?

A. If your machine is still being charged, we have three scenarios:

1. It was not received at Global Resale. Please contact your carrier to track the shipment.
2. We received the shipment, but the equipment is still being processed into our system. No action is necessary on your part.
3. We received the machine without the 30-day notice. Your last day of charge will be 30 days from the date of receipt.

Q. What address should I ship my equipment to?

A.

US Location:
IBM Credit LLC c/o Global Resale
2214 W. Braker Lane
Austin, TX 78758

Canada Location:
Geodis/Mackie Group c/o IBM Global Financing
4175 14th Ave Dock 20
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Q. How do I know if my Bill of Lading was received?

A. Contact the carrier with Bill of Lading number to track your shipment.

If your equipment was delivered, and you have further questions send an email with the Bill of Lading number to askeol@us.ibm.com.

Q. Who will pay for the return of my equipment?

A. You are responsible for all associated costs of packing and shipping the equipment back to IGF.

Q. What are the typical costs associated with missing or damaged equipment?

A. Please check our table at the end of this guide for examples. If you need further assistance, contact askeol@us.ibm.com.

Q. What happens if I don't choose an end-of-lease option for my equipment by EOL date?

A. Your lease will revert to month-to-month billing. You are required to provide 30 days' notice to IGF of your end-of-lease decision.

Q. How do I request an end-of-lease quote?

A. Please send your request to askeol@us.ibm.com and include your lease contract number or serial number.

Example costs associated with returns

Problem	Description	Cost Range*
Admin. password lock	Admin. password not removed from machine, locking processor/hard drive.	\$50 – \$400
Hard drive	Missing, damaged, nonfunctioning drive or drive is smaller than model specification.	\$25 – \$75
Memory	Missing, damaged, nonfunctioning memory or memory is incompatible with model specifications (voltage and parity vs. non- parity).	\$15 – \$90
Notebook keyboard	Nonfunctioning keyboard.	\$25 – \$125
AC adapter	Missing, damaged or nonfunctioning AC adapter.	\$35
Battery	Missing or wrong battery returned with machine.	\$50

*Prices and charges are in US dollar and subject to change without notice due to fluctuating parts prices, availability and newly identified damage.