



# Frequently asked questions

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

Your lease will convert to month-to-month billing. You are required to notify IBM Global Financing of your end-of-lease decision in a 30-days' notice.

## How do I request an end-of-lease quote?

Please send your request to [askeol@us.ibm.com](mailto:askeol@us.ibm.com) and include your lease contract number or serial number.

## What is the best way to return PCs?

Please refer to our [End of Lease Guide for PC and Mobility](#) for instructions.

## What is the address where I should ship my equipment to?

Please refer to the Return Location page. [Return Location \[link\]](#)

## Who pays for the return of the equipment?

You are responsible for all associated costs of packing and shipping the equipment back to IBM Global Financing.

## I would like to know if my equipment was received, who can I contact to confirm?

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

## How do I know if my Bill of Lading was received?

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](mailto:askeol@us.ibm.com), informing the serial number and Bill of Lading number / tracking reference.

## How do I protect the equipment being returned with the freight company?

It is your decision whether or not to obtain insurance coverage with the freight company; however, if the equipment being returned is damaged during shipment, you are liable to IBM Global Financing for any resulting damages.

## Who has risk of loss during shipping?

You are responsible for the condition of our equipment until it arrives at our designated return location. If you have signed a lease contract that includes casualty coverage, please check if any casualty events are covered.

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

Please check our table in the [End of Lease Guide](#) for examples. If you need further assistance, contact [askeol@us.ibm.com](mailto:askeol@us.ibm.com).

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

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

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

## How do I further reduce the potential for damage billing charges?

Make sure the equipment is in good condition and working order, all features are included with it, and it is packaged and transported in the proper way.

## The U/L Label of my equipment is missing. Will I be billed for the missing U/L Label?

Yes. Underwriters Laboratories Inc. (U/L) is the trusted source across the globe for product compliance. U/L tests electrical components and equipment for potential hazards. When something is U/L-listed, that means that the U/L has tested the device, and it meets their requirements for safety – i.e.: fire or shock hazard. Equipment without a U/L label has no commercial value.

## My equipment was replaced with a new one as part of a warranty repair. Will this affect my end of lease return?

If your equipment is replaced with a new serial number, you must let us know at the time of the repair. This will let us update our records and avoid any confusion at end of lease. If you did not inform us of the serial number change at the time of the equipment replacement, please inform us before shipping back the equipment.

## Do I have to remove all passwords prior to returning equipment?

It is important to note that administrative/supervisor or hardware password protection affects the functionality of the equipment being returned. Therefore, you are required to remove all password protection before returning the item of equipment. Failure to do so will result in your liability for any replacement or service cost incurred.

Do I need to remove my company data?

Before returning any equipment to IBM Global Financing, it is your responsibility to remove all information and data.

Do I have to remove operating system software preloaded on the system?

The operating system does not need to be removed. Please remember it is your responsibility to remove all of your data off of the hard drive.