Returns inspection checklist

Use this checklist prior to returning your equipment to help you evaluate the condition of the equipment being returned and help you avoid costs of restoring or replacing defective or missing components.

Important: Each unit will be inspected for physical damage upon receipt. The following components of the case are examined for cracks: lid, base, keyboard, keyboard frame, hinges, LCD frame, power switch assembly, audio/video, jacks, volume controls, PCMCIA bezels and rear door. Absence of features/components expected will result in a fee commensurate with our costs of restoring or replacing the defective or missing components.

Prior to end of lease

- Contact IBM Financing at askeol@us.ibm.com or via live chat support ("let's talk" button at the bottom right corner on this website) to discuss end of lease transition and billing stop dates
- Ensure IBM Financing has valid serial numbers prior to return of assets

All units

	Yes	No	N/A
Does the unit power-on without hardware errors?	☐	☐	☐
Have passwords been removed?	☐	☐	☐
Does the unit have all company data removed?	☐	☐	☐
Indicate total RAM during boot-up?	☐	☐	☐
Indicate HD capacity during boot-up?	☐	☐	☐

Desktop

	Yes	No	N/A
Is this unit physically intact?	☐	☐	☐

Laptop/Mobility
(cellphones, tablets, etc.)

	Yes	No	N/A
Are there any cracks in the case?	☐	☐	☐
Any visible scratches in the LCD?	☐	☐	☐
Any LCD discoloration?	☐	☐	☐
Returning with all accessories?	☐	☐	☐
Have DEP, iCloud, Find My iPhone and all other activation locks been deactivated and removed?	☐	☐	☐

Indicate the presence, absence and condition of the following components

	Missing			Working			Damaged		
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
CD-ROM Drive	☐	☐	☐	☐	☐	☐	☐	☐	☐
DVD	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hard Drive	☐	☐	☐	☐	☐	☐	☐	☐	☐
Network Card	☐	☐	☐	☐	☐	☐	☐	☐	☐
Keyboard	☐	☐	☐	☐	☐	☐	☐	☐	☐
Mouse	☐	☐	☐	☐	☐	☐	☐	☐	☐
Power Cord	☐	☐	☐	☐	☐	☐	☐	☐	☐
Underwriters Laboratory Certification (UL)	☐	☐	☐	☐	☐	☐	☐	☐	☐

Packing

– Pack PC in accordance with packing recommendation to avoid damage (based on shipping method)
– Items to be included with the PC should be included in the same box if that does not create a risk of potential damage. For example, it is acceptable to ship port replicators separately from notebooks, provided the packing material clearly identifies that the port replicators are being returned with the notebooks. The same can be said for keyboards/mice for desktops.

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 packaging for more details.

Shipping

Each machine is examined for configuration content, to ensure that all of the components of the machine, including any features financed, are present. Absence of features/components expected will result in a fee commensurate with our costs of restoring or replacing the defective or missing components. See Damage Fees.

– Assign a Shipping Coordinator to coordinate and consolidate shipping
– Determine the most effective way to ship PCs:

Single Unit to 20 Units	Method:	
Up to 100 Units	Method:	
Over 100 Units: Contact shipping company and send via pallet	Method:	

Return Documentation

– Make sure your Bill of Lading is filled out with:
– Company name
– Return Address (City, State/Province, Zip Code),
– Contact Name,
– Contact Phone Number

For United States: Please ensure shipment is in care of IBM Financing as outlined in the returns address.

For Canada: Please ensure shipment is in care of IBM Financing Canada Corporation as outlined in the returns address.