

# Special Services Addendum for Trade-In Terms and Conditions

In addition to the Fujitsu Financial Services (FFS) Standard Terms and Conditions, the following applies where additional chargeable services regarding equipment return and handling have been agreed and ordered in advance.

## EoT Service 'On-Site Packaging and Palletizing'

- A complete and final list of Equipment (per location and collection) has to be provided in advance (this may include the dimensions and weights for certain types of Equipment).
  - All Equipment needs to be demounted & (if required for transit) disassembled in accordance with manufacturer instructions (e.g. if a rack-based server is returned, not the whole rack).
  - All units have to be logged-off from their current environment completely, in accordance with manufacturer instructions.
  - All cables and devices (mice, power and monitor cables, etc.) have to be disconnected and packed with the returned Equipment(s) for return at the same time.
  - All security mechanisms, alarms and locks have to be removed so that the Equipment can be used and tested without hindrance.
  - Equipment has to be available at the same time in a room suitable for packaging, which needs to fulfill the following requirements:
    - Direct access to the loading area (at ground level or a loading bay).
    - The distance between packaging room and loading area is no more than 100m (for an office environment) and 500m (for a production facility); any doorways are wide enough for a hand lift truck carrying a pallet (see FFS packaging guidelines), and any floors are suitable for such transit (particularly no steep ramps, uneven floors, steps, or non-solid floors that may not bear such weight).
    - The standard requirements for a working/office environment, including the access to electricity points.
    - If elevators have to be used (ground level would be preferable), the maximum load of the elevator has to be sufficient for palletized equipment.
    - The access to the packaging room has to be ensured for the respective employees (access authorization).
  - The work is carried out during standard business hours (Monday to Friday, 9am to 6pm).
  - An authorized representative of the customer has to be available (e.g. to sign release documents).
- Equipment has to be securely packaged and palletized incl. all necessary documentation (e.g. freight paperwork, labeling of Li batteries, etc).
  - All Equipment has to be packaged according to FFS packaging guidelines, including ensuring that any pallets are not over-loaded (too heavy or too tall).
  - All security mechanisms, alarms and locks have to be removed so that the equipment can be used and tested without hindrance.
- Clear access for a hand lift truck to the loading area has to be ensured (e.g. sufficient height and width, with no obstacles - see also FFS packaging guidelines).
  - The necessary paperwork and approvals (e.g. release, transit papers, loading documents, delivery notes, etc.) are ready and complete.
  - Pickup takes place during standard business hours at ground level or on a loading bay.
  - An authorized representative of the customer has to be available (e.g. to sign release documents).
  - All access authorizations (for employees and truck) are granted.
  - Any visible damages to the equipment or pallets to be transported will be documented in advance before removal from site (if possible).

## EoT Service 'Data Erasure'

- No security devices (e.g. locks, closed shelf doors) or software security (e.g. for HDD encryption), and no BIOS passwords, otherwise the disks will automatically be destroyed, and those units affected will be classified as "Damaged".
- When handing over the Equipment, data erasure will be carried out without further notice therefore all remaining data will automatically be deleted (independent of the functionality of a system).
- If the 'On-site' Data Erasure option is chosen, the following conditions will also apply :
  - A suitable (lockable) room is required, which fulfills the standard working/office needs (incl. sufficient electrical connections, work tables, etc.).
  - Access to this data-wiping room has to be ensured for Fujitsu employees or its appointed agents (access authorization).
  - Only available in combination with EoT Service 'On-site packaging and palletizing' and its respective requirements.

## EoT Service 'Collection of Used Equipment'

- If 'On-site packaging and palletizing' is not carried out by FTS:
  - A complete and final list of devices (per location and time) has to be provided in advance, incl. number of pallets, weights, etc.

### Contact

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