

# Frequently Asked Questions

## Fujitsu Remarketing

### Fujitsu Remarketing Green In-Life™ Solutions

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#### 1. Who can I contact at Fujitsu Remarketing to get information and prices?

For more information and specific trade-in and buy-backs details, please contact:

■ CEMEA&I [trade-in@ts.fujitsu.com](mailto:trade-in@ts.fujitsu.com)

For pricing and availability on refurbished and remarketed equipment, visit our Online Shop directly at <http://remarketing.ts.fujitsu.com>

For more specific enquiries, please contact the relevant Product specialist via one of the email addresses below:

■ UNIX systems and storage [trade-in.unix@ts.fujitsu.com](mailto:trade-in.unix@ts.fujitsu.com)

■ PRIMERGY [trade-in.primergy@ts.fujitsu.com](mailto:trade-in.primergy@ts.fujitsu.com)

■ Client systems and monitors [trade-in.client@ts.fujitsu.com](mailto:trade-in.client@ts.fujitsu.com)

#### 2. What equipment can I Trade-In?

You can trade in most items of IT equipment, not only from Fujitsu but also from our major competitors. Unlike other vendor trade-in programs, we can take back any type of equipment against any new Fujitsu purchase; so you can trade-in desktops and laptops against new servers, or storage against new desktops, etc.

There is also no limit to the amount of value or equipment that we can buy-back, which again sets us apart from our competitors. We can provide 'buy-back' solutions for retired or surplus equipment in other departments or functions within your organisation, thus helping to make your new investment even more competitive.

#### 3. What information do I need to provide to get a Trade-In price?

We need the full equipment details as described in the Fujitsu Remarketing Trade-In Request Form which can be downloaded from our website: <http://fujitsu.com/fts/remarketing>

#### 4. What is the Fujitsu Remarketing Trade-In process?

The first step of the process is to collect the required equipment details and forward them to your local Fujitsu Remarketing contact as listed in Question 1 above. You will then be advised if an offer for the equipment can be made, which should take no longer than five working days, larger or more complex inventories may take longer.

Once the trade-in or buy-back is agreed you will need to advise Fujitsu Remarketing to commence the collection arrangements. After the equipment has been collected and has passed its audit, the value will be passed to you via your local in-country Fujitsu entity, or your preferred reseller should you buy product indirectly.

#### 5. What happens to the traded-in equipment?

The traded in equipment is either re-sold, refurbished, and remarketed in part or in whole, or disposed of as waste material(s) in accordance with WEEE legislation.

#### 6. Why does Fujitsu Remarketing offer trade-ins to our customers?

Trade-ins deliver significant enhancements to many new investment proposals. It is a great way to gain more benefit in a new investment in Fujitsu products without additional spend. The values we recover through resale are passed straight through to you to the Customer. The value can be taken as a reduction in the new purchase invoice, or as additional equipment and services (especially useful where you may have already allocated your current budgets).

**7. Who arranges collection of the equipment and when will this happen?**

Fujitsu Remarketing will co-ordinate the collection of the old equipment through its network of agents at a time agreed with you. This is a free of charge service, and all you have to do is to ensure that the equipment is packed and palletised, and ready for secure transit. Further details can be obtained from our standard Terms and Conditions also available to download from our website: <http://ts.fujitsu.com/remarketing>

**8. When do I receive the proceeds from the Trade-In of the equipment?**

The trade-in value can be returned to you in one of two ways, and will be agreed between you and either your named Fujitsu Account Manager, or your preferred reseller should you purchase indirectly. It can be returned at the point of sale in the original invoice, or retrospectively paid once the trade-in equipment has been returned and successfully audited against the inventory upon which a trade-in value was proposed. If you choose to receive the trade-in value at the point of sale, then any shortfalls in the equipment returned (in quantity, quality, or functionality) leading to a reduction in value of the relevant equipment, will be re-invoiced back to you.

**9. What do I need to do as part of the Trade-In process?**

As the customer, your primary responsibilities are to provide accurate information regarding the equipment at the outset, and then to ensure that the equipment is free and available for collection in a satisfactory condition at the agreed time and place.

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**Contact**

FUJITSU TECHNOLOGY SOLUTIONS GMBH  
FUJITSU REMARKETING  
Gebäude C Rampe 40, Heinz-Nixdorf-Ring 1  
33106 Paderborn, Germany  
Telefon: +49 (0) 5251 5250  
E-Mail: [trade-in@ts.fujitsu.com](mailto:trade-in@ts.fujitsu.com)  
Website: [fujitsu.com/fts/remarketing](http://fujitsu.com/fts/remarketing)  
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