



Power in Partnership

TechStore

TechStore and Tech-as-a-Service
Information Pack



3	Contact Details and Key Stakeholders
4	The Power of TechStore
4	How does TechStore work?
5	TechStore - Pricing and Availability
5	Understanding product pricing
6	Hardware delivery and returns
6	> Delivery of goods information
7	> Delivery Certificate and Returns information
8	Tech-as-a-Service (TaaS) Important Information
8	> TaaS Quotes and Deals
8	> Payment and Charges
8	> Signing documents
9	> Process for sharing wet signed documents
9	> Correspondence
9	> Insurance
9	> Delivery and Support
10	The terminology of leasing
12	Payments subscriptions and margins
13	Payout and underwriting
15	Invoice Guidelines
16	Example Welcome Pack
17	Example Subscription Agreement
18	Caring and managing your assets
	> Normal wear and tear
	> Unacceptable damage or condition
	> Unacceptable equipment function conditions

Query Type	Contact details
<p>Customer Service and General TechStore use:</p> <ul style="list-style-type: none"> > Quotes > Pricing > Order processing > Customer service > Sales Support 	<p>TechStore Support Team</p> <p>t. 0330 100 1233 - Option 1, 5</p> <p>techstore@digitalwholesalesolutions.com</p>
<p>Hardware Returns:</p> <ul style="list-style-type: none"> > Hardware returns 	<p>TechStore Support Team</p> <p>techstorereturns@digitalwholesalesolutions.com</p>
<p>Technical support:</p> <ul style="list-style-type: none"> > Technical support > Portal access issues > Bugs and faults 	<p>techstoresupport@digitalwholesalesolutions.com</p>
<p>Tech-as-a-Service Subscription Queries:</p> <ul style="list-style-type: none"> > All queries in relation to payments and charges on Tech-as-a-Service orders > Deposit/large upfront payments > Tech-as-a-Service orders for yourself > Delivery confirmations 	<p>Tech-as-a-Service Team</p> <p>t. 01279 759 333</p> <p>dws@cfcorporate.co.uk</p>
<p>Training:</p> <ul style="list-style-type: none"> > TechStore or Tech-as-a-Service training and support 	<p>Chris Davis</p> <p>Head of Product Sales</p> <p>t. 07884 112560</p> <p>chris.davis@digitalwholesalesolutions.com</p>
<p>Other:</p> <ul style="list-style-type: none"> > Account management > Billing > Credit Control 	<p>DWS departments, as per usual or speak to your DBAM or Account Director</p> <p>t. 0330 100 1233 - Relevant options</p> <p>Usual department mailboxes</p>

CF Corporate Finance - our finance partner.

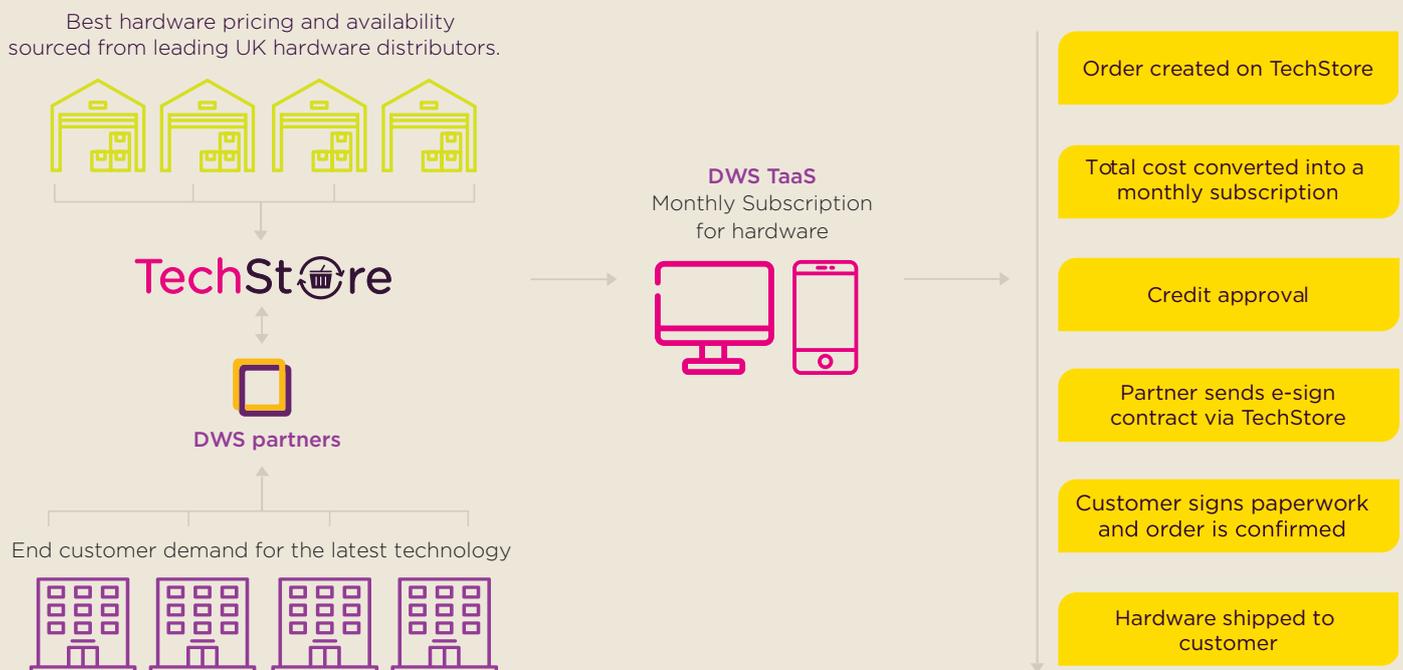
CF Corporate Finance provides the Leasing Agreement for all hardware orders placed on a monthly subscription (TaaS). When converting an order to Subscription (TaaS) your end customer will sign a Subscription Agreement (see page 11) and make monthly payments to CF Corporate Finance. Also, once the order has been completed, the customer will receive a Welcome Pack (see page 10) from CF Corporate Finance. Partners will need to submit an invoice to CF Corporate Finance to get paid.

How does TechStore work?

TechStore from Digital Wholesale Solutions gives partners direct access to the industries most competitively priced mobile and IT hardware from world-class vendors, including Apple, Samsung, Nokia, Lenovo, HP, Dell, Mitel and Avaya.

Techstore has been developed to enable our partners to purchase faster and smarter whilst offering more financial flexibility to their customers.

TechStore automatically searches and displays real-time pricing and availability for over 100k products across 100+ brands, directly from the UK's leading hardware distributors. Meaning, partners will save time, without the need to search multiple distributors and save money, by always being presented with the best price available.



Understanding product pricing

The screen shot below shows a typical product page within TechStore with all the pricing and availability information highlighted and detailed.

Mobile Devices ▾
Computing ▾
Telephony ▾
Networking ▾
Cabling ▾
Audio Visual ▾
Office Electronics ▾
DWS Hub

HOME > MOBILE DEVICES > SMARTPHONES > CAT S31 11.9 CM (4.7") 2 GB 16 GB DUAL SIM 4G MICRO-USB BLACK ANDROID 7.0 4000 MAH



CAT S31 11.9 cm (4.7") 2 GB 16 GB Dual SIM 4G Micro-USB Black Android 7.0 4000 mAh

CAT
CS31-DAB-EUR-KN

105 In stock
← 1

£151.04 ex. VAT ← 2

£181.25 inc. VAT ← 3

🔄 Subscription available
From £4.83 per month ← 4
Figures are exclusive of VAT. Subject to quote.

← 5

Qty 1

← 6
Add to basket

Description

Tech Spec

The Cat® S31 is built to survive. Its high quality rugged materials mean you can drop it, dirty it or dunk it in water with confidence. It's packed with features that help in harsh or outdoor environments including a screen optimised for use in direct sunlight or when wet and a battery that lasts. Don't let your phone hold you

1. Stock availability
2. Unit price ex. VAT
3. Unit price inc. VAT
4. Estimate unit cost when converted to 3 year subscription (ex. VAT)
5. Add quantity of units to the basket
6. Add to basket
7. Any amendments to the documents which have not been initialled by the customer

Important information to note about pricing and availability

- If the product is not in stock, the **Stock Availability** will not appear and the **Quantity** and **Add to Cart** buttons will be replaced with *'Available on Request'*. Items that are available on request can be ordered by emailing into the Techstore@digitalwholesalesolutions.com team to place on backorder or the team can provide the ETA for that item.
- Pricing could be subject to change, but you will be contacted before any hardware is shipped if this is the case.
- Placing an order does not guarantee the availability of stock.

Delivery of goods information

- > DWS shall deliver the Goods to the location set out in the Order or such other location as the parties may agree in writing
- > Delivery and risk of the Goods shall be deemed completed on the completion of unloading of the Goods at the Delivery Location
- > At the time of delivery the Customer (or the End User, if applicable) must check that the quantity of Goods matches the quantity set out on the proof of delivery (“POD”) and that the exterior of the Goods are in good condition. The Customer must sign the POD accordingly. If the exterior of the Goods are damaged the Customer must indicate this on the POD. The Customer must inform DWS of any difference to quantity or of damage as soon as possible and in any event within 5 Business Days of the delivery.
- > A signed POD by or on behalf of the Customer, or signing the POD “unchecked” or “unexamined” or any such similar wording, shall be conclusive evidence of delivery and (except to the extent that any damage or discrepancy is noted on the POD) that it was received in good order and condition and accordingly no claims shall be brought in respect of the delivery claiming the contrary.
- > The Customer must inspect the Goods immediately after delivery is complete. If any Goods are damaged, incorrect or not delivered, the Customer must notify DWS within 5 Business Days of the delivery or expected delivery. For the avoidance of doubt, the Customer is still required to notify DWS as set out in this Clause notwithstanding anything noted by the Customer on the POD.
- > Any dates quoted for delivery of the Goods are approximate only, and the time of delivery is not of the essence. Despatch may be postponed because of conditions beyond DWS’s reasonable control, such as a Force Majeure Event, a delay caused by the carrier or the Customer’s failure to provide DWS with adequate delivery address detail or any other instructions that are relevant to the supply of the Goods, and in no event shall DWS be liable for any damages or penalty for delay in despatch or delivery of the Goods or consider any claims for compensation.

Additional delivery information for orders on subscription

- > Delivery through the partner rather than straight to the customer is an option that has been built into TechStore; in that instance, the partner must obtain a Delivery Certificate signed by the customer and forward it to CF. A Delivery Certificate must also be obtained if the deal value is above £15,000 ex VAT.
- > There is some wording on Delivery certificate – “The Equipment is located at ...” which may be hard to define where the assets are mobile (e.g smartphones, laptops or tablets). In that instance, it is best that the customer puts the address where the kit was delivered to into that field on the form.
- > On the next page, please see an example of the CF Corporate Delivery Certificate

Example of CF Corporate Delivery Certificate

Delivery Certificate

Agreement No.

To CF Corporate Finance Ltd
To be signed on behalf of the Hirer only after taking delivery of the equipment.

By signing this Delivery Certificate the signatory below hereby;

- (i) acknowledges and confirms that the Hirer has taken delivery of the equipment specified in the Hire Agreement in good order and condition and which accords with the Hirer's specifications and requirements;
- (ii) authorises CF Corporate Finance Limited to pay the purchase price of the equipment to the Supplier relying upon the contents of this Certificate being true and accurate; and
- (iii) warrants and represents to CF Corporate Finance Limited that, having made all necessary enquiries, the Hirer has the power and capacity to enter into the Hire Agreement and that the signatory is duly authorised to sign the Hire Agreement on behalf of the Hirer.

The Equipment is located at

<p>Signature of (or on behalf of) Hirer <input style="width: 100%; height: 50px;" type="text"/></p>	<p>Name of Hirer <input style="width: 95%; height: 20px;" type="text"/></p> <p>Name of Signatory <input style="width: 95%; height: 20px;" type="text"/></p> <p>Position of Signatory <input style="width: 95%; height: 20px;" type="text"/></p> <p>Date <input style="width: 80%; height: 20px;" type="text"/></p>
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THE HIRER ACCEPTS THE EQUIPMENT FOR THE FULL PERIOD OF RENTAL AND ACKNOWLEDGES THAT THERE IS NO TRIAL PERIOD OR FREE MAINTENANCE INCLUDED.

Returns information

DWS will accept all return of goods from customers buying product through DWS where they comply with the returns policy as follows:

- > Prior authorisation must be obtained from DWS via TechStore. Such prior authorisation shall be given at DWS sole discretion.
- > The Goods in issue must be returned within 14 days from the authorisation to return.
- > The Goods must be properly and securely packed with the relevant returns reference and document attached and be delivered to the address on the authorisation.
- > For non-faulty Goods, the Goods must be in a saleable condition, unopened and with seals intact;
- > The Goods must be accompanied by a list of the Goods.
- > For faulty Goods, the Goods must be in breach of the manufacturer warranty.
- > DWS reserves the right to reject any Goods which do not comply with the conditions set out above. If DWS agrees to accept any non-faulty Goods returned which are not in a saleable condition, DWS reserves the right to charge the cost to the Customer of bringing the non-faulty Goods into a saleable condition.
- > Customer (at the Customer's expense) any Goods found not to be faulty. DWS also reserves the right to levy an additional reasonable charge to cover the cost of such testing.
- > DWS reserves the right to levy a reasonable administration charge in respect of the rotation of Goods and returns

Tech-as-a-Service quotes and deals

- > The minimum deal value is £1000. You cannot sell over RRP
- > Partners can add additional kit to an existing lease agreement. When adding additional kit, the partner/customer can either increase the payments over the current term or extend the contract to reflect the extra cost.
- > Providing the equipment is in stock & we're in receipt of correct documentation the quickest turn around for a quote to delivery can be 24 hours

Payments and charges

- > All customers will be charged for use of the equipment from the day they receive it and this will be collected as an interim payment which is taken along with the first payment and will be for the value based on the days from delivery to the first payment date. Payment dates for the programme are 1st Jan, 1st April, 1st July & 1st October if quarterly or the 1st of the following month if a monthly profile
- > If a Finance Lease, title of the equipment will be passed back to the reseller for the fee of £75+VAT. It's worth factoring this cost into the customers quote when originally pricing
- > CF Corporate Finance's admin fee is £25+VAT, which is far less than average. Usually the customer could expect to pay up to 10x this for this type of contract
- > CF Corporate Finance will appear on the direct debit
- > Commission is paid the following month after the agreement is activated. This is payed by CF so best to make that clear. Its paid 24 hours after the partner invoices CF of 30 days if they don't under their "self billing" policy.
- > VAT is handled as normal between DWS, the reseller and the funder. The customer pays VAT on each rental
- > Title is passed from the supplier to the funder who retains this for the duration of the agreement. There is no assumption of ownership for the customer. if the finance option is chosen the title will be passed to the customer for an admin fee of £75. If Residual is chosen then title is kept by the funder although the customer will be offered a FMV (fair market value) should they want to purchase title.

Signing documents

- > You can only e-sign with existing customers of YOURS. A paper signature will be required if its a brand new customer to the partner.
- > We must have original (hard copy documentation if the agreement isn't e-signed
- > All documentation signed by the end user must be signed by a listed director and the address listed on the documents needs to be an address we're able to verify the company at online

Process for sharing wet signed documents with CF Corporate Finance

Common scenarios where wet signature is required

- > If an end user is a new customer for the partner, the subscription agreement cannot be signed through Docusign; it must be wet signed. There is a check box in the TechStore portal to mark if they are a new customer when building a subscription quote.
- > If the goods are delivered to the partner first, for onward delivery to the end user, then a Delivery Certificate must be wet signed by the end user on receipt of the goods. When building a subscription quote, there is a checkbox in the TechStore portal to indicate if delivery to the end user is direct or indirect via the partner.

Partner signs CF Addendum to Trading Agreement

- > Original documents for signing must be taken to the end user in person or posted to their registered postal address; they cannot be emailed.
- > Once wet signed by the end user, they must be held in hard copy by the partner.
- > Partner can then email scanned copies of the documents to CF Corporate Finance (e.g. Subscription Agreement or Delivery Certificate)

Partner does NOT sign CF Addendum to Trading Agreement

- > Original documents for signing must be taken to the end user in person or posted to their registered postal address; they cannot be emailed.
- > Partner must send hardcopy originals to CF Corporate Finance

Correspondence

- > A welcome pack is sent to the customer by CF Corporate once the agreement is made live, advising of Customer Services contact details, a payment schedule and any insurance details
- > All correspondence between the end user and CF Corporate Finance needs to go through the Customer Services team - customerservices@cfcorporate.co.uk

Delivery and support

- > A verbal delivery check will be carried out by CF Corporate for all agreements over £99K.
- > Our Support Desk team is available to assist with any queries you have. Email: dws@cfcorporate.co.uk or call on 01279 759 333 and they will be pleased to help.

Lessee

The party who enters into the arrangement to lease, hire or rent the equipment from the owner for the duration of the agreement.

Lessor

The owner of the equipment who leases, hires or rents it to the lessee and who is the person, or entity, who enjoys the benefits of use without the burden of ownership. As the owner, the Lessor can claim writing down allowances against the equipment.

Finance Lease

An agreement where the owner of the equipment (the Lessor) allows the right to use its equipment to an unrelated company (the Lessee) for a specified period of time at a predetermined periodic amount. Also referred to as a Lease Agreement, Hire Agreement or Rental Agreement. For the purposes of tax, the equipment is treated as “off balance sheet” by the lessee.

Hire Purchase

Under a Hire Purchase agreement, the lessee will pay a deposit, with the remainder of the balance and interest paid over the term of the agreement. The lessor will purchase the equipment on behalf of the lessee and retain ownership until the final instalment is made, the title will then pass to the lessee. Unlike a Finance lease, a Hire Purchase agreement is treated like a cash sale for the purposes of tax and is accounted for immediately. This would be treated as “on balance sheet” and would be depreciated over what is deemed to be a reasonable life expectancy of the asset.

Lease Purchase

Essentially the same as Hire Purchase, the main difference are the terms and structure of payments. Some lessors differentiate Lease Purchase from Hire Purchase, by using it where the lessee elects to defer a substantial part of the asset’s value until the end of the agreement. For the purposes of tax and the way in which it is accounted for, a Lease Purchase agreement is treated the same as a Hire Purchase agreement.

Operating Lease

An Operating Lease is in many ways the same as a Finance Lease. The main difference is that the risks and rewards of ownership remain with the Lessor as they take the Residual position of at least 10% of the assets original value. If the lessee wished to continue hiring the asset, the Residual amount would be eroded by any additional rentals paid after the end of the minimum term.

Commercial Loan

A fixed term, fixed repayment agreement between the lessor and the lessee. Unlike other finance agreements a Commercial Loan is for a monetary amount rather than for a specific asset.

Contract hire

A form of lease agreement which contains added value services, such as service and maintenance, usually used for cars and commercial vehicles.

Residual Value

A Residual Value is the value of the asset at the end of the agreement. The lessor, or a third party, will take the risk that the asset will be worth the amount of the Residual at the end of the agreement. recoup his investment in the asset.

Financial Conduct

Authority (FCA); The FCA regulate the financial services industry in the UK. Their aim is to protect consumers, ensure the industry remains stable and promote healthy competition between financial services providers. The FCA is governed by a board appointed by the Treasury, it replaced the Financial Services Authority (FSA) and in April 2014 took over the responsibilities from the Office of Fair Trading (OFT) for Consumer Credit Licensing.

Directors indemnity or guarantee

This is additional security usually taken to support a transaction for a Limited company where the financial standing of the company does not support the advance. This is a legal undertaking from the directors and or shareholders of the company to personally make good any loss suffered by the lessor in connection with the agreement that the company has entered into.

Minimum Term or Primary period

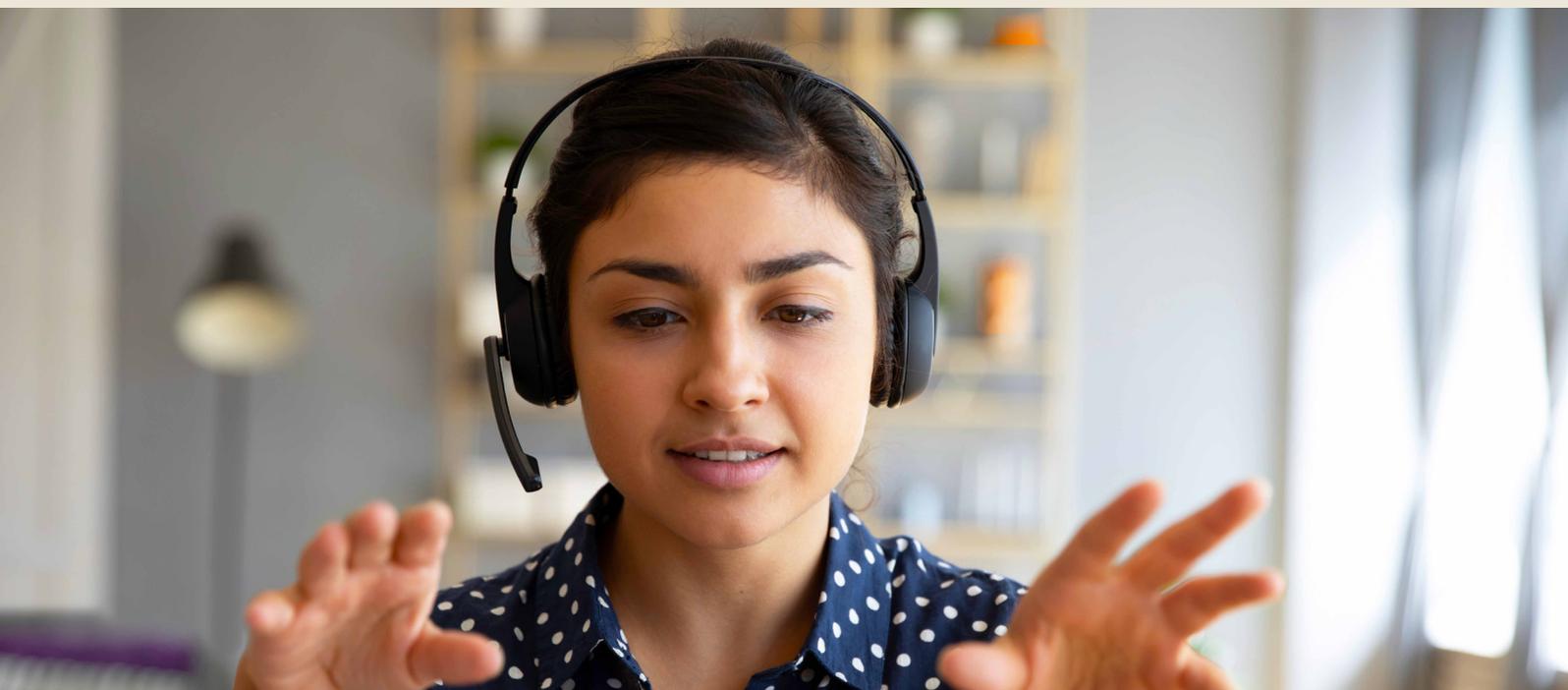
This is the initial period of a finance lease during which the lessor will recoup his investment in the asset.

Secondary period

The next stage of a finance lease which follows the primary period. The secondary term will often be optional and the rentals can be charged at the regular rental amount, or alternatively, reduced in the form of a peppercorn rental.

Put option

An option exercisable at the lessor's discretion to the supplier to buy the financed goods at the end of an agreement term. If exercised, it is binding on the supplier and will usually be set at a pre-determined amount, subject to the conditions detailed within a Trading Agreement



Payment Options

Orders paid in Full: Pay on Credit Card

Account: You will be allocated a pre-approved credit limited to start making purchases on TechStore.

Subscription: Subscription orders mean hardware is bundled into a monthly Finance or Residual subscription rather than traditional capital purchase.

Subscription Options

Finance Subscription	Residual Subscription
Total cost of hardware spread across a fixed term	Customers pays a lower monthly fee over a set term for hardware
<p>Example costs: 5 x smartphones devices TaaS 36m Finance Subscription</p> <p>Total cost CapEx: £3,448.96 ex vat</p> <p>Monthly finance cost: £108.16 ex vat</p>	<p>Example costs: 5 x smartphones devices TaaS 36m Residual Subscription</p> <p>Total cost CapEx: £3,448.96 ex vat</p> <p>Monthly residual cost: £96.12 ex vat</p>
<p>At end of term:</p> <ul style="list-style-type: none"> > £75 fee paid to CF Corporate to take final ownership of the hardware 	<p>At end of term:</p> <ul style="list-style-type: none"> > Hardware returned > Fee paid to buy the hardware based on FMV > Contract is extended > A new subscription agreement is arranged for new hardware

Adding commission and payments

- Commission is added as a percentage to the rates CF Corporate Finance use to calculate the monthly subscription.
- If the partner raises an invoice for commission, CF will pay out immediately; if no invoice is raised then the commission will be paid on a self-bill basis on the 14th-15th of the month following.
- The split payment letter is still required, although as we are not giving partners the option to add margin, the split payment letters will show as £0.00 to be paid to the partner and the full invoice value to be paid to DWS. The split payment letter will be generated automatically and sent to CF by the Shopblocks system.
- **Important:** The minimum deal value is £1000.

Payout

Upon receipt of the completed paperwork, the payout team will cross check that all documentation is correct. The agreement is then processed and the partner's invoice will subsequently be paid. If a deal cannot be paid for any reason, our team will make contact in order to explain what is required, so that the payout process may be completed.

These are a number of common situations that will prevent a transaction from being paid out:

1. Incorrect trading style on an agreement
2. An unauthorised signatory
3. Incorrect term or payment details
4. Equipment details on an invoice not matching the details on the agreement
5. Conditions of acceptance not met
6. An incorrect rate used
7. Any amendments to the documents which have not been initialled by the customer

Underwriting

Local Authorities

Government departments and public sector organizations set up and funded by a central government. These include the fire, police and ambulance services along with NHS Hospitals and Trusts.

Local Education Authorities

Schools and Academies are unable to sign Finance Leases like most commercial entities, unless approved and signed by the Secretary of State. Instead, these bodies may only enter into an Operating Lease where the lessor takes a residual position on the future value of the asset, so as to reduce the lessee's total repayment over the term, to be less than 90% of the assets value.

Charities

Can vary in size from small voluntary organisations run from someone's spare room, to multi million pound companies employing thousands of people. The Charities Commission is the central register of Charities in the UK and much like Companies House, allocates a unique individual reference number. The Charities Commission regulates and provides support for its members. For larger Charities, limited financial information is available that helps with the decision making process.

Partnerships

All of whom are jointly and severally liable. Partnerships only have to produce financial information for the Inland Revenue. The credit decision will be partly based on the information that can be obtained on the partners, as well as the limited information that is available on the business.

Professions

These are individuals or businesses who are professionally qualified and registered with their governing bodies or institutions. Examples of professionally qualified people are: Solicitors, Accountants, Architects, Surveyors, Doctors, Dentists and Vets. Historically, most professions were Sole Traders or Partnerships, although in recent years there has been a significant transformation to Limited Liability Partnerships.

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Limited Liability Partnership's (LLP's)

Very similar to a Limited company, instead of shareholders the company is owned by its designated members, whom of which have limited liability.

Public Companies (PLC's)

Are much the same as Limited Companies, the main difference being that their shares can be listed on the London Stock Exchange (LSE). Share ownership is usually more diluted and of which are owned by the Directors, the general public and other companies or institutions. In addition, PLC's are required to file six month interim account.

Credit decisions are based on the ability of the lessee to repay the debt over the life of the agreement. Many factors influence our decision, of which different rules apply to different types of lessee. There are many types of lessee, of which are broken down into the following main categories:-Limited Companies More than half of all our live agreements are for Limited Companies, ranging in size from small local companies to national and even multinational organizations. Owned by the shareholders proportionally in line with the amount of shares individually held. Generally, the shareholders are the company's directors. Registered at Companies House each Limited Company has a unique name and reference number called the "Company Registration Number". All Limited Companies are obliged to file annual accounts at Companies House within fifteen months of their financial year end. Once filed, these are available to the public. A company's annual accounts play a major part in the credit making decision process as they provide an insight into the previous year's trading and the company's profitability.

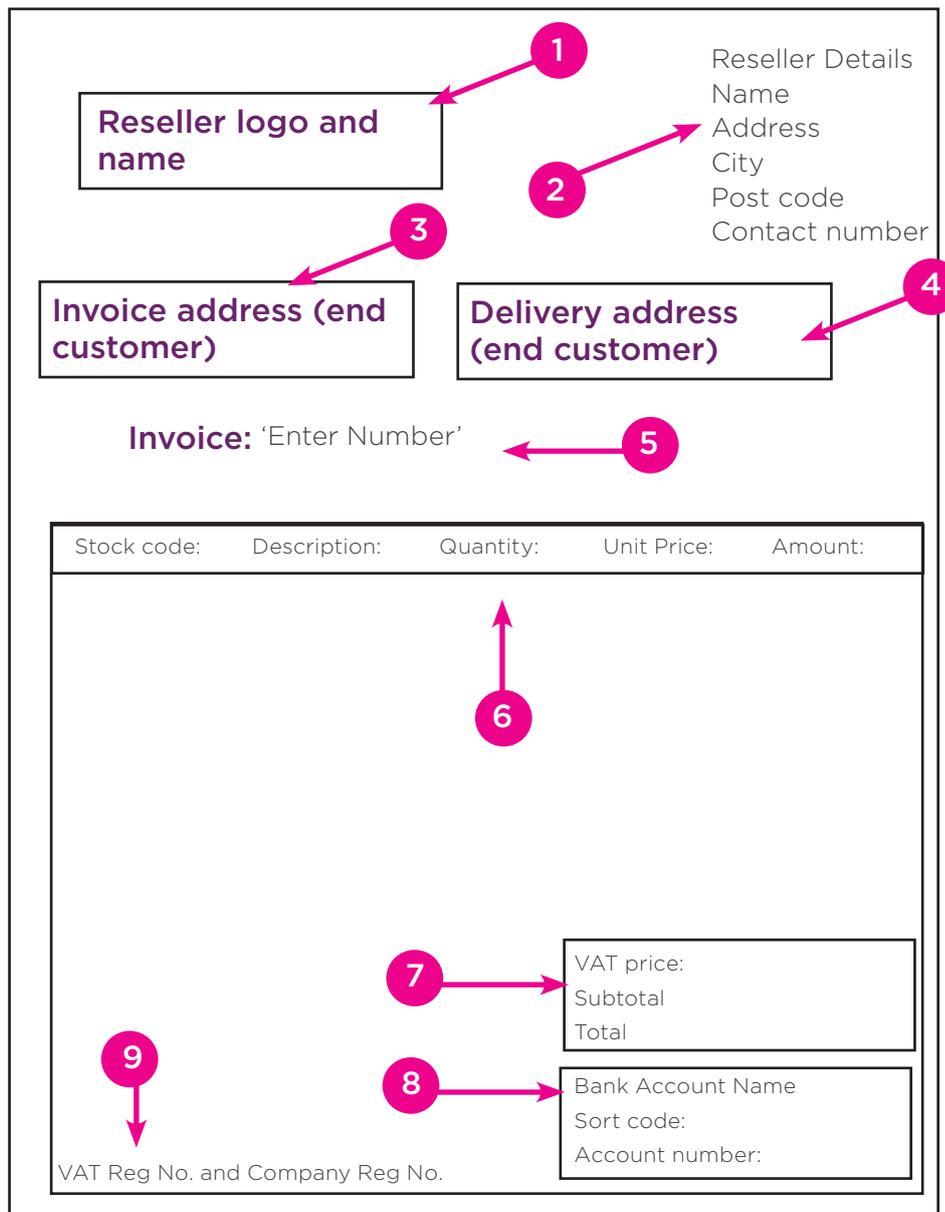


When placing hardware orders through Tech-as-a-Service, you will need to submit an invoice to the finance provider to get paid. Please see below a best practice guide for submitting invoices to ensure swift payment of funds. Invoices that don't follow the below guidelines could be rejected with payment being delayed.

Example of a good invoice

All of the following details need to be included within your invoice to be accepted by the finance provider.

1. The partner logo and name
2. Partner details (address and telephone number)
3. Invoice address (end customer)
4. Delivery address (end customer)
5. Invoice number
6. Stock code, description of the products, price per unit, quantity of products and amount
7. VAT price, subtotal and total
8. Company bank details
9. Reseller VAT and Reg No.



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Joe Bloggs Limited
Capital Road
Bishops Stortford
Herts
CM23 1TT

Our Ref: C123456
Date: 24/01/2020

Dear Mr Clark,

Agreement No: C123456
Description: 2 x iPhone 8's 256GB Black
First Periodic Payment: 01/02/2020
Frequency: Monthly

We would like to welcome you as a client of CF Corporate Finance and have pleasure in enclosing a copy of the above numbered Lease Agreement, which you recently entered into with ourselves.

Please note that any initial payment is due on the date of the agreement. If this amount is to be collected by direct debit, then this will be done so approximately eight days from the date of this letter.

The first periodic rental will fall due as noted above and on the agreement. The method of payment will be as agreed at the time of signing the agreement. If you have not already filled out a direct debit form and would like to pay by this method, please contact our customer services department who will be pleased to assist you. The due date of any documentation fee applicable is noted on your agreement and will be due either with the initial payment or first periodic rental as appropriate.

We would draw your attention to the contractual requirement to maintain insurance cover for the equipment, covering accidental damage and theft. We may contact you shortly requesting evidence of these insurance policies. If you fail to provide evidence that you have insured the equipment to our satisfaction, we reserve the right to insure the equipment in our own name and we will charge you a fee for doing so including the full premium payable for any insurance taken by us, such expense to be paid by you as a charge on the same date as the rentals payable under the Lease Agreement.

For details of how we use your information, please read the enclosed Data Protection Notice.

Should you have any questions with regard to this Lease Agreement, please do not hesitate to contact us.

Yours sincerely

CF Corporate Finance

Customer Services

Encs.

You and your technology assets

CF Corporate Finance makes a financial investment in the assets on subscription, which may not be fully recovered through your subscription payments. CF Corporate Finance makes this investment to benefit you by providing reduced subscription payments on the understanding that the equipment will eventually be returned in good working order and cosmetic condition for remarketing/re-use by CF Corporate Finance's Asset Management partner.

CF Corporate Finance's ability to remarket and recover the up-front financial investment in the equipment is critical to our ability to continue to offer competitive subscription rates. The value of the financial investment is based on the market value of the equipment after normal "wear and tear" at the end of the subscription period is factored in.

On return "Tech as a Service" assets will be refurbished, upgraded and redeployed to secondary users, therefore it's important that they are returned in a good re-usable condition.

At the end of the subscription it is your responsibility to return the assets to the nominated processing centre for testing and secure data removal. On return, the equipment is thoroughly inspected and tested so it needs to be in full working condition and complete with all accessories upon return.

CF Corporate Finance appreciates that through usage assets may have minor scuffs and scrapes, this is expected and acceptable, however for more serious damage or loss, we will make an appropriate charge.

The charge for missing, damaged or non-functional items will be equal to the replacement cost of the item up to its market value. For example, if a laptop is returned with a cracked display, the costs to repair could be more than the market value, therefore you would just be charged the market value amount. It is our policy to charge for repairs up to, but not exceeding the value of the asset.

Normal "wear and tear"

CF Corporate Finance understands that even though our customers may use their best efforts to maintain their equipment, "Normal Wear & Tear" does occur. It is not CF Corporate Finance's intention to invoice customers for "Normal Wear & Tear". Below is information that will help you in determining what is considered "Normal Wear & Tear" at the end of the subscription.

- > Minor surface scratches on plastics or metal casing
- > Minor / light, superficial scratches on LCD screens
- > Faded lettering on keyboards, slight plastic colour fading
- > Faded manufacturer's logo
- > Removable asset tag labels and stickers

Unacceptable damage or condition

- > Removal of OEM serial number identification, FCC product tags, or Microsoft COA
- > Security, Anti-Theft Marking, for example stamped, scored or burnt markings into the case
- > BIOS or Admin passwords not removed from the machine, locked processor and/or hard drive.
- > Locked devices, Apple iCloud, Find My Device, Mobile Device Management, Device Enrolment Program (DEP), Android Device Manager, Trusted Platform Module (TPM)
- > Cracked, broken and/or chipped plastics, bent metal frames or housings, broken and/or missing hinges and latch catches
- > Water damage, or water ingress, activated Liquid Contact Indicators
- > Scratched monitor glass and/or LCD panels, pixel damage, LCD cracked beyond repair, screen burn
- > Missing / damaged buttons, switches and keycaps
- > Major equipment discoloration or dirt requiring more than light cleaning for resale / reuse
- > Toner and/or ink spillage that renders a printer device unusable
- > Other extensive physical damage that prevents the equipment from being remarketed / reused

Unacceptable equipment function conditions

- > **Missing and/or damaged components:** an item that does not function as intended or is not fully operational. This includes items that are defective in ways that render them difficult to use, items that require service or repair, or items missing essential components.
- > **Missing and/or damaged accessories:** AC power adapters, power packs, docking stations, keyboards, mice, monitor stands, mounts, adapters, additional memory or storage
- > **Non-working:** an item that fails to pass “power on self-test” (POST) or to operate in any capacity or is deemed beyond economic repair
- > **Batteries:** that do not hold an electrical charge, 60 minutes for portable computers, 240 minutes tablets and smartphones