

Your **End of Lease** guide

HardSoft would like to thank you for choosing technology from us.

We hope you will continue to work with us for your future IT requirements.

This guide should help you safely return your equipment, and avoid any unexpected charges at the end of your [*Pure-Rental*](#) or [*Devices for Teams*](#) solution.

Please feel free to [contact us](#) with any queries.



Contents

End of lease options.....	1
When to start your end of lease options.....	1
Frequently asked questions.....	2
Preparing to return equipment.....	3
Equipment return conditions.....	4
Ready to Return!.....	5
Restoring Apple devices.....	6-7
Removing iCloud accounts from iPad & iPhone devices.....	8

End of Lease Options

When equipment is nearing the end of lease date our clients have several options to consider, namely:

1. Return the equipment

Either all the equipment or a partial return of assets which you will need to pay for;

2. Extend the lease term

if you are not ready to make a decision, you can continue using the equipment by paying your existing lease rental.

3. Purchase the assets

For a fair market valuation.

4. Start a new agreement for new equipment

Contact our sales team on **0207 1111 643** or email adminteam@hardsoft.co.uk

When to start your End Of Lease Options

End of Lease Process, Expectations, and your Obligations

HardSoft recommends that our clients begin end-of-contract planning 6 months prior to the contracted date. Although this may seem a considerable length of time, there are often a number of considerations, such as the organisation's future technology requirements, financial drivers, and operational needs.

End of Lease Notice

We expect our clients to provide at least 30 days written notification as detailed in your lease agreement of your intention to either extend the lease or return the assets to HardSoft enabling HardSoft to plan our resources and logistics. End of Lease notification can be sent directly to our admin team, adminteam@hardsoft.co.uk

Frequently Asked Questions



Can I extend my agreement?

If your equipment is still serving its purpose, we can extend your agreement. You may benefit from reduced rental payments by requesting a formal lease extension for a fixed term or your choice.

Can I retain the assets?

If the company or any employee wishes to purchase an asset, we can provide a quote upon request. Payment must be received by the agreement end date.

What happens if I cannot locate items on my lease?

Contact our admin team (adminteam@hardsoft.co.uk) to discuss options available to you. You will be invoiced for the fair market value for any items damaged or not returned at End of Lease.

Do I need to erase system data prior to return?

Yes, you must remove all data from data bearing assets prior to returning them. If you have more than 100 devices, you can take advantage of our optional data wiping service, where all media bearing devices will be purged to HMG Infosec Standard 5, and we will provide Blancco and data destruction certificates, and detailed condition reports after processing.

Does HardSoft collect the equipment at an additional cost?

Yes, providing the equipment is safely packaged and ready for collection. We can arrange a convenient date for our courier to collect for an additional cost based upon the amount of equipment we need to collect, your location and the quantity. If we make arrangements to collect and you are not available when our courier arrives there will be a fee of £100.

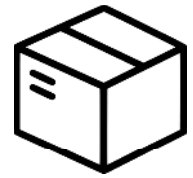
Can you provide packaging to help us return items?

Yes, we can ship you up boxes and packing materials for a small fee. You would then need to package this up at your end and book in your collection a few days late

What is the address to return the equipment to?

HardSoft Ltd, Unit 4 West Place, Harlow, Essex, CM20 2GY

Preparing to Return Equipment



When returning any or all items please ensure the equipment has been suitable packaged to avoid damage while in transit.

- Use strong, good quality boxes, reinforced with packing tape; (We can provide packaging for a fee)
- Allow sufficient space for item(s) to be protected from impact and movement with packing material;
- Include all associated peripheral devices and power cables;
- Please provide us with at least 72 hours' notice so we can arrange a convenient collection date

Please be aware:

- That assets must be delivered within 14 days of the contract end date unless otherwise agreed.
- All equipment (including accessories, cables and chargers) must be returned in full working order and in good condition.
- Fair wear and tear is accepted (Please see our Unacceptable Damage or Condition page). BUT unacceptable wear and tear is chargeable.
- All assets must be reset to manufacturers settings; assets returned with passwords and iCloud accounts are considered 'Dead on Return' and full replacement value will be charged.

Equipment Return Conditions

We appreciate that even though our clients may use their best efforts to maintain equipment, normal wear and tear does occur. Detailed below is what we consider to be normal 'Wear and Tear'.

Acceptable Equipment Return Conditions

Normal 'Wear and Tear'

Describes the expected cosmetic wear that may generally appear on an asset or system used under normal circumstances during the lease term.

- Faded lettering on keyboards, slight plastic colour fading;
- Minor surface scratches on plastics or metal base;
- Removable client asset tag labels, stickers and help desk numbers.

Unacceptable Equipment Return Conditions

If your equipment has any of the following conditions, then a fee will apply that will need to be paid within 14 days of invoice. We will provide supporting images of the condition of your equipment with the invoice.

- Removal of OEM serial number identification, FCC product tags, or Microsoft COA;
- Security, Anti-Theft Marking, for example stamped, scored or burnt markings into case;
- BIOS/Admin passwords not removed from machine, locking processor/hard drive;
- Cracked and/or chipped plastics, bent metal frames;
- Broken and/or missing hinges and latch catches;
- Scratched monitor glass and/or LCD panels, LCD cracked beyond repair;
- "White spots", screen burn on smartphones, laptop, tablet and monitor glass;
- Missing key caps from keyboards, missing or damaged keys on a laptop or portable;
- Broken or missing panels, cover plates or media doors;
- Major equipment discolouration or dirt unable to resale/reuse;
- Extensive physical damage that prevents the system from being remarketed/reused.

Ready to Return!



1. Have you restored it to factory settings and removed all your data?
2. Is it packaged safely with all the accessories?
3. Are you aware that if it is damaged in transit or falls below our unacceptable return conditions or there are items missing, you will be charged?

Please click here to book in your collection.



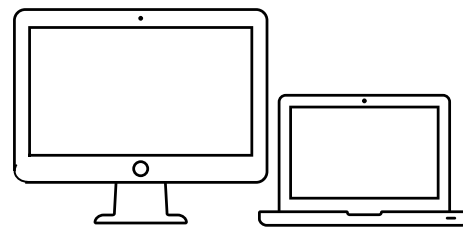
Or call/email us to arrange a collection.

0207 1111 643

adminteam@hardsoft.co.uk



Restoring Apple Devices



Apple Mac Devices

Prior to returning Apple Devices you must restore your device to its factory settings by turning off certain features and services, erasing your Mac and reinstalling macOS. We also request that the correct power adapter and power cables are returned. Non Return of any laptop accessories or cables will result in missing item charges. Failure to remove user accounts and reset devices will render them locked and unusable, resulting in HardSoft charging in full for the device. Please see our guide on restoring Apple devices.

How to Restore your Device

1. Create a backup

- Make sure you have a current back-up of your important files. Find out how to back up your Mac.

2. Sign out of iTunes in macOS Mojave or earlier

- If you're using macOS Mojave or earlier, open iTunes. From the menu bar at the top of the screen or iTunes window, choose Account > Authorisations > Deauthorise This Computer. Then enter your Apple ID and password and click Deauthorise.

3. Sign out of iCloud

- If you're using macOS Catalina or later, choose Apple menu > System Preferences, then click Apple ID. Select Overview in the sidebar, then click Sign Out.

- If you're using macOS Mojave or earlier, choose Apple menu > System

4. Sign out of iMessage

- If you're using OS X Mountain Lion or later, open the Messages app, then

choose Messages > Preferences from the menu bar. Click iMessage, then click Sign Out.

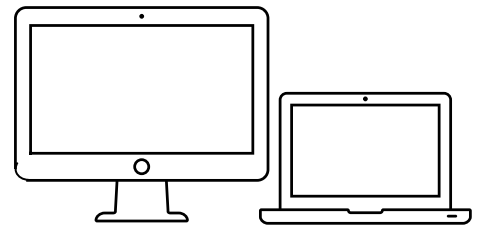
5. Reset NVRAM

- If using a Mac with Apple silicon, you can skip this step.
- Shut down your Mac, then turn it on and immediately press and hold these four keys together: Option, Command, P, and R. Release the keys after about 20 seconds. This clears user settings from memory and restores certain security features that might have been altered. Learn more about resetting NVRAM.

6. Unpair Bluetooth devices that you're keeping.

- To unpair a Bluetooth device, choose Apple menu > System Preferences, then click Bluetooth. Move your pointer over the device that you want to unpair, then click the remove (x) button next to the device name. Preferences, click iCloud, then click Sign Out.

Restoring Apple Devices



Use Disk Utility to erase your Mac

1. Start up from macOS Recovery: turn on your Mac, then press and hold Command and R immediately until you see an Apple logo or other image.

2. If asked, select a user you know the password for and enter their administrator password.

3. From the utilities window, select Disk Utility and click Continue.

4. Select Macintosh HD in the sidebar of Disk Utility. Can't see Macintosh HD?

5. Click the Erase button in the toolbar, then enter the requested details:

- Name: Macintosh HD
- Format: APFS or Mac OS

Extended (Journaled), as recommended by Disk Utility

6. Click Erase Volume Group. If you can't see this button, click Erase

7. If asked, enter your Apple ID.

8. After the erase process has been completed, select any other internal volumes in Prior to Returning.

8. the sidebar, then click the delete volume (–) button in the toolbar to delete that volume. During this step, disregard any internal volume named Macintosh HD or Macintosh HD – Data, as well as any volumes in the External and Disk Images sections of the sidebar.

9. Quit Disk Utility to return to the utilities window.

10. If you want to start up again from the disk you've erased, select Reinstall macOS in the utilities window, then click Continue and follow the on-screen instructions to reinstall macOS.

Removing iCloud accounts from iPads & iPhones

Phones & Tablets

Prior to returning your assets they must be disconnected from your accounts ie: iCloud, Find my iPad, Google Accounts etc. Following are instructions on how to remove various account types to assistance you. If the equipment has been enrolled in any MDM programmes they must be unenrolled and all data must be erased prior to shipping back to HardSoft. This process will make sure no data or photos remain on the phones.

Failure to disconnect devices from accounts or MDM and switch off "Find my iPhone/iPad" will render them locked and unusable, resulting in HardSoft charging in full for the device.

How to Switch off "Find my iPad"

From the Home Screen

- Go to "Settings"
- Click on "Your Account", Apple ID, iCloud, iTunes & App Store
- Select "iCloud"
- Select "Find my iPad"
- Select "Find my iPad" to "Off"
- Confirm your Apple ID Password, and Click "Turn Off"
- Return to the Home screen

How to Erase All Content and Settings

From the Home Screen

- Go to "Settings"
- Go to "General"
- Go to "Reset" (bottom of page)
- Select "Erase All Content and Settings"
- Select "Erase Now"
- Select and Confirm "Erase" and then confirm "Erase" again.
- The iPad will be erased of all data and is now ready to be returned.