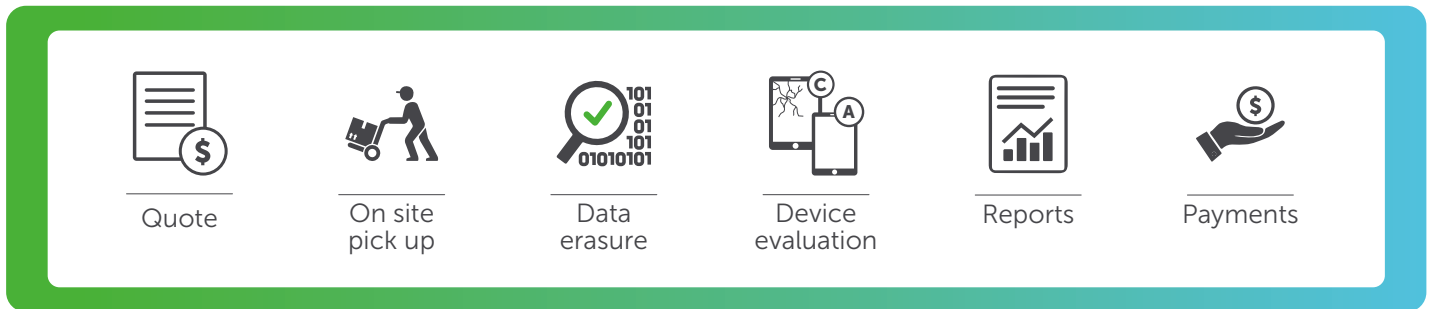


Apple Trade-In Program



Device Cycles

Device Cycles Trade-in Process



Device Cycles makes it easy for your organization to trade-in your used Apple devices so you can use those funds towards your next technology upgrade. Our process is designed to ensure a seamless refresh

We can also assist with:

- Explore a life cycle sustainability plan that is aligned with your focus on excellence with technology
- Ways to support your community and our LifeBridge program

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Quote Overview

Device Cycles's quote process is designed to provide the maximum residual value for your used Apple devices which starts with a complete transparent quote. This includes:

- Best Market Value and trusted fast payment.
- Estimate based on device type and device **Grade A, B, C, D** (Please see below for Grade scale)
- No hidden fees or deductions of Grade for missing accessories or engravings
- Devices are initially quoted Grade A condition. If units do not meet the Grade-A condition guidelines upon device evaluation, the correct grade and price listed on the quote will apply to the final reconciliation summary.

On-Site Pickup Services

Device Cycles handles and schedules all the logistics. We provide a full on-site pickup service or shipping arrangements to ensure a fast and reliable process, which includes:

- Physical On-Site Pickup- (This Labor is not subcontracted) Our team of associates will pick-up your devices within **21-business days** of approved quote.
- Multiple Scheduled Site Pickups
- Package and sealed into 10 Pack Custom foam and box designed for devices. Each container is labeled accordingly and manifested
- Physical Count of Inventory and labeled with an asset tag
- Palletizing and securing products for shipment
- All Logistics and Shipping included at no cost.
- Signed Inventory and Quote Sheets from our team members

Mail-In Program

Device Cycles mail-in program is designed for smaller trade-ins. We will ship materials to your location that includes the following:

- Full Trade-In kit that includes custom packaging materials with step-by-step instructions, return shipping labels, scheduled pickups at location included at no cost

Data Erasure

Once the devices have reached our processing facility, we immediately begin the erasure process. We erase all your data from devices by utilizing a **DOD 3** Pass. Each device will be provided a certificate of Data Erasure, ensuring your data has been completely erased.

Device Evaluation & Reports

After your devices have been completely erased, we will begin the evaluation of your devices. During our evaluation period, we will document all cosmetic flaws on devices with pictures, providing full transparency throughout the process. Your dedicated account manager will guide you through the entire process with status updates of device processing.

Upon completion of our audit, we will send a full detailed audit report to you, which includes the following:

- Device Type
- Individual Model Number
- Itemized serial number audit report
- Processor Type
- Processor Speed
- Memory Size
- Engraving Acknowledgment Lasered
- Functionality Details & Final Grade
- Battery condition SOH
- Cosmetic Condition and Pictures
- Certification of Data Erasure

This information is produced into a finalized comprehensive detailed audit report of totaled valued devices and turned into monetary value.

Final Payment

An account manager will schedule a brief conference call to review and finalize the audit report, and to address any questions and confirm payment details.

- Device Cycles will provide payment to your organization via Certified check or Bank wire within **30-days** upon completion of audit.
- Device Processing and audit reports usually require **15 business-days** to be completed once devices have reached our facility.

Grading Guidelines

"A" Grade Like New Condition	"B" Grade Used – Good Condition	"C" Grade Used – fair condition	"D" Grade Used - Poor Condition
Powers On, Fully Functional tested - No screen burn ins, spots, or pixel discoloration	Powers On, Fully Functional tested - No screen burn ins, spots, or pixel discoloration	Powers On, Fully Functional Tested, Good LCD - May have pixel burn in on the navigation bar	May Power On or not Power on -Contains minor to major functional failures
Like new condition, No scratches on screen, back case, scrapes, or dents	May have minor scratches on screen, screen scratches will only be visible when screen is off and held at certain angles in the light	Minor to heavy wear, may have minor to deep scratches on the screen visible when the screen is on	Unit has defective function, such as non-working button, touch screen, speaker, bad camera and other issues
Does not contain any noticeable marks, blemishes	May have minor back case scratches, no dents, cracks, or chips that are not immediately noticeable	May have frame dents or bend on charging port that are immediately noticeable. No cracks or chip glass	Heavy wear cracked, broken Digitizer and LCD present - Bent or severely damaged frame that lifts glass

To schedule your trade-in, please visit devicecycles.com