



 Foxway

2024

Retail Trade-in Tool

GENERAL USER GUIDE

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Let's get started

The Retail Trade-in Tool can be used from anywhere in the world. All you need is internet access, and a computer, mobile phone, or tablet.

After logging in to your account, you will have access to a live pricelist that covers a large variety of models from multiple product groups.

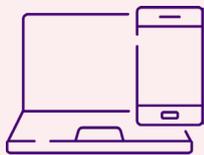
The trade-in tool uses CheckMEND and other trusted device verification tools to identify any blacklisted items and gives feedback instantly.

This user guide will walk you through the main features of the trade-in tool and provide useful tips along the way. We'll cover everything from looking up the device to the nuances of grading and client-related documentation.

Trade-in step-by-step

1

Search for device

**4**

Confirm client identity and provide required information

**2**

Inspect and grade

**5**

Complete transaction and sign confirmation

**3**

Disconnect network and cloud, perform factory reset

**6**

Mark all items with trade-in ID number



Frequently used terms

Trade-in - The process of buying back an item from the customer.

Agent - The person in the store who completes the trade-in with the customer's device.

Search field - The field where you can search for a trade-in device.

Device identifier - IMEI or Serial number (always opt for IMEI as the first choice).

Product name - The name of the trade-in device (e.g., iPhone 8 64 GB).

Device - Trade-in item, e.g., mobile device, laptop, iMac, smartwatch, etc.

Accessories - e.g. power adapter, mouse and keyboard, etc. For some product groups, their existence can affect the trade-in value.

Grade - The condition of the device, e.g., Working, Faulty LCD, No Power, etc.

Grading questionnaire - A short set of inspection questions about the condition of the device used to determine the residual value of the device.

Helpdesk - Local support provided by Foxway.

Grading mistake - Any discrepancy in grading made in-store or by Foxway.

Data erasure / iCloud / Account removal - The activity that involves completing a factory reset and unlocking any connected accounts (such as iCloud or other network clouds). This can also involve creating a new Admin user (e.g. in the case of iOS computers).

Example pictures online - Images of device damage that can be found within the trade-in tool.

1. Device lookup

The device lookup search field is the first thing you see after opening the trade-in tool.

Start by inserting the **Device identifier** or **Product name** into the search field.

When searching by product name, you may get several similar entries. Make sure to select the correct memory size.

If the device has both the IMEI and serial number, always use the IMEI. You can trade in devices produced by any manufacturer.

Search by IMEI

Device lookup

- Apple iPhone 12 Pro Max 128GB
- Apple iPhone 12 Pro Max 256GB
- Apple iPhone 12 Pro Max 512GB

Search by Product name

Device lookup

- Apple iPhone 12 Pro Max 128GB
- Apple iPhone 12 Pro Max 256GB
- Apple iPhone 12 Pro Max 512GB

Where do I find the device's IMEI?

- Open the call window and insert the combination *#06#
- Go to device settings
- Check the device's back cover or SIM tray

2. Grading

After selecting the correct model, you will be asked to inspect the condition of the device with the help of some questions. The number of questions may vary depending on the product group.

Answer Yes or No

Each question has a Yes/No answer. A list of more detailed criteria under each question will help you decide if the answer is Yes or No.

Make sure the device meets **all the criteria** before selecting Yes.

Grading question

● Is LCD working and without physical damage? ^

Yes No YES/NO answer

All criteria must be met before selecting "YES"

- LCD is without any clear signs of discoloration (screenburn)
- Touchscreen is fully working (check edges of the screen)
- Glass can be cracked
- If device has more than one screen, both screens need to be checked for LCD damages
- Foldable device opens completely
- No peeling or any light cutting line on the folding area

Criteria

Please do not remove factory installed screen protection film from Samsung Flip/Fold devices



Visual examples available in the tool

Do I always answer all questions?

The questions are dependent on each other. This means that your answers to previous questions determine if you need to answer the following ones. For example, let's consider four grading questions.

If you answer 'Yes' to question 1 but 'No' to question 2 because the device does not meet all criteria, you won't need to answer questions 3 and 4. In this case, the grading process is already complete after question 2.

You can find examples of the grading questions and their criteria for different product groups in **Appendices 1–10** at the end of this user guide.

All the questions and criteria are available inside the tool when you complete a trade-in registration. We have also provided **visual examples of device conditions** to show you what to focus on while inspecting the devices.

Inspecting accessories

In some cases, accessories may influence the residual value of the device. For those products, additional tick-boxes are given alongside the grading questions and criteria.

Hover over or click on the **additional information symbol** ⓘ to see the criteria for assessing the condition of the accessories. If it meets all criteria, you can tick the box.

The screenshot shows a questionnaire titled "Please fill the questionnaires" with several questions. A tooltip is displayed over a tick-box labeled "Working/undamaged adapter included ⓘ". The tooltip text reads: "All criteria must be met before ticking the box!" followed by a list of criteria: "-Apple original (visual inspection)", "-Undamaged adapter", "-Undamaged power cord", and "-LED turns on when connected to computer". At the bottom of the tooltip, it says "You can still ship broken adapters to us for environmental friendly recycling." The questionnaire questions visible are: "Does the unit...", "Is the screen free from physical damage?", "Does the oper...", and "Is computer p...".

Do I need special training?

Although the Retail Trade-in Tool is very easy to use, we strongly recommend that all users complete prior training and study the grading of different product groups. Keeping grading discrepancies to a minimum is important for us both.

3. Device summary

Before moving on to the next step, double-check if you have answered the questionnaire correctly.

Depending on how you started the trade-in process, you may need to specify the model of the device (e.g. memory size). If you didn't enter the IMEI at the beginning, the tool will ask you to enter it now. If the "**Device identifier**" is valid, you can continue.

The screenshot shows the "Device summary" screen for an "Apple iPhone 11 Pro Max 128GB" with a value of "356 EUR". It features four status boxes: "Power" (Yes), "LCD" (Yes), "Body" (Yes), and "Buttons" (Yes). Below these is a "Device identifier" field containing "356730116368152" with a green checkmark and the text "Device identifier is valid." At the bottom right, there are "Back" and "Continue" buttons.

4. Confirm transaction

Confirming the transaction involves 3 steps.

Step 1: Review results and information

At this step, you can add more trade-in devices (e.g., multiple iPhones, iPads, and iMacs) and sum their value.

The screenshot shows the 'Confirm transaction' page. It features a table of trade-in devices, a checklist for device marking and customer identification, and a form for customer data. Annotations with arrows point to specific elements:

- Add device**: Points to the 'Add device' button in the top right corner.
- Add multiple trade-in devices**: Points to the table containing the trade-in device information.
- Make sure to follow the checklist**: Points to the checklist under the heading 'Device marking, customer identification and data security reminder!'.
- Fill in the necessary information**: Points to the 'Customer Data' form fields.
- Confirm transaction and print PDF file or email the digital confirmation**: Points to the 'Confirm transaction' button at the bottom right.

Confirm transaction

Devices

Product name	Device Identifier	Grade	Price
[Redacted]	356730116368152	Working	383 EUR

Total
383 EUR

Device marking, customer identification and data security reminder!

1. Mark trade-in device and additions with Trade-in ID number!
2. Check the identity of the customer by asking for an ID card/passport.
3. Delete content and data from the client device (erase all content and settings).

- Should it be impossible to clear the data or it takes too long time (computers) then the data will be removed at Foxway Group processing facility in Estonia.

Customer Data

Corporate Private

First Name * * First Name

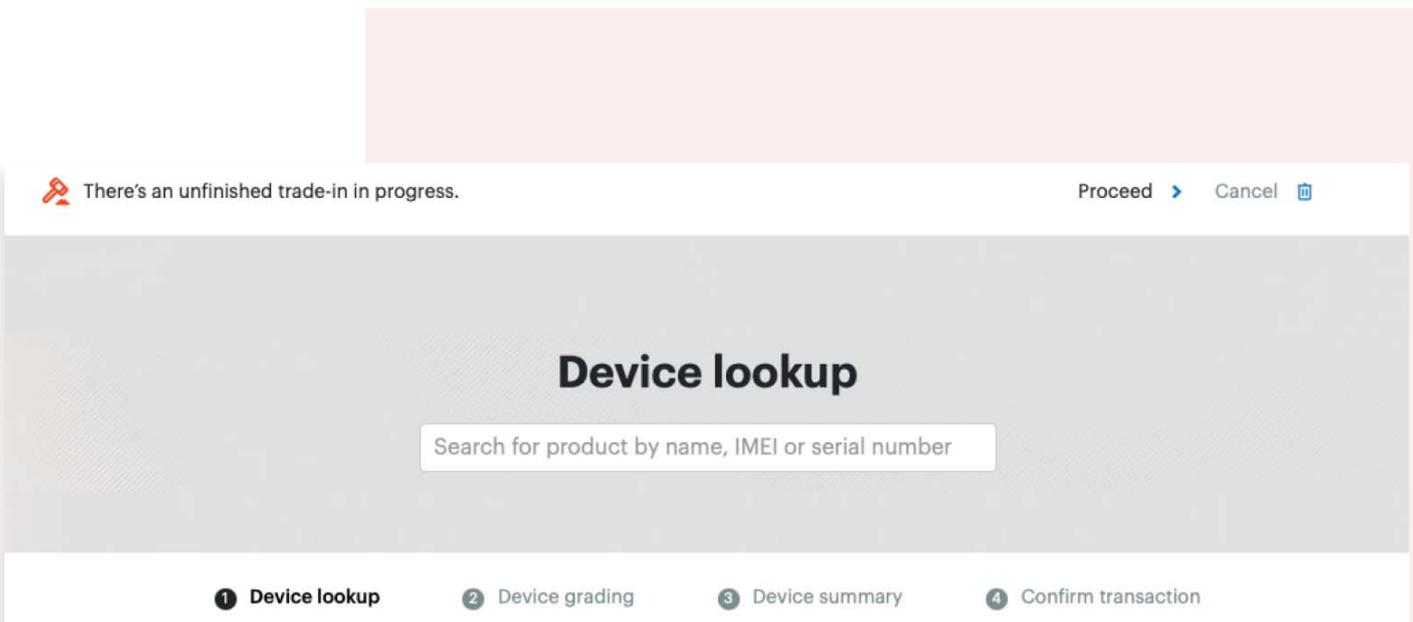
Last Name * * Last Name

Email Address Email Address

ClientPhone ClientPhone

Back **Confirm transaction**

Clicking on “**Add device**” will direct you to the first step – the “**Device lookup**” view. However, you can see a notification that there’s an unfinished trade-in in progress. If you accidentally clicked on “Add device” or you don’t want to add more devices for any other reason, simply click on “**Proceed**” and you will return to the confirmation page of the first device trade-in.



If you don’t wish to add any devices, just review the results, fill in any additional required fields (this will depend on your customized set-up), and confirm the trade-in.

Before finalizing the trade-in, make sure that the device is **disconnected** from any **networks and clouds** (e.g. the FMIP/iCloud is disconnected) and a **factory reset** has been done.

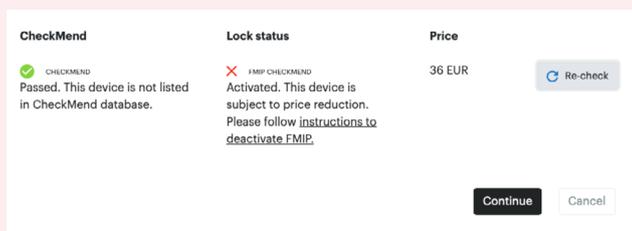
Step 2. Identifier verification and lock status check

After clicking confirm trade-in, a pop-up will appear that shows if the device has passed the **identifier verification** and if all locks have been removed.

If the device passes the identifier verification, it means the device is not among blacklisted items and there's no other fraudulent activity related to it. Depending on your location, the database we use may differ (CheckMEND is used in the example below).

If the tool detects **any active locks** on the device, it will notify you.

Click on the instruction link to see how to remove the lock. Then click the **"Re-check"** button to see if deactivating the lock changed the device's value. You can then continue to confirm the trade-in.



Step 3. Trade-in documents and ID number

After confirming the trade-in, make sure to **mark all the device(s) and accessories with the trade-in ID number**.

You can find the trade-in ID in the pop-up that appears after confirming the trade-in (#3367082 in the example). The same trade-in ID number is also visible in the top-right corner of the trade-in contract.

Print Trade-in details

Trade-in #3372980 was registered. Download PDF 📄

Close

To **access the trade-in confirmation documents** click on **"Download PDF"**. Depending on your store's custom set-up, you can either print the required number of copies or use the digital signature option and email the documents to the customer.

This concludes the trade-in process.

The store manager or other designated person can now add your trade-in devices to a package and register a pick-up request.

Frequently asked questions

What should I do if the device does not pass the verification?

Unfortunately, there's nothing we can do. The device is blacklisted and you cannot complete the trade-in. In the case of Apple devices, make sure to deactivate FMIP/iCloud before trade-in.

The Trade-in tool will automatically notify you in the last step of the registration process if they are activated.

How do I deactivate FMIP / iCloud?

Ask the client to go to their device settings or remove the account remotely at www.icloud.com and unlock their device from the cloud.

What happens if FIMP/iCloud stays active?

If the FMIP/iCloud is active, you can still complete the trade-in. However, we don't recommend it because the residual value will be significantly lower. This is because Foxway cannot process and remarket locked devices.

The device has a Google account connected and I cannot remove it. Can I accept the device?

We strongly recommend removing any accounts connected to the trade-in device. However, if it is truly not possible, then you can still accept the device. A connected Google account does not significantly affect the device value during the trade-in.

5. Reports

Go to **Reports – Devices – Vendor**

After the devices have reached Foxway and we've completed our re-grading, this feature shows you any discrepancies we discovered.

Deal Id	Trade Id Ref.	Device identifier	Product Name	Store	User	Grade	Client price	Avoided CO2 (kg)	Deal date	Package Id	Package Identifier	Shipment Identifier	Shipment Id	Item Group	Status	Customer Status	Trade-In type	Actions
3209232		! 867428044271539	! [REDACTED]	HQ	Online Portal	! Working	34 €	63.5	Oct 5, 2023					Mobiles	Inspected	Confirmed	Buyback	Edit device status Edit customer status

The discrepancies are marked by a red exclamation mark “!” as shown above.

To read more about a specific discrepancy, click on the exclamation mark next to each category.

A pop-up window with detailed information will appear.

In the example below, you can see that during the re-grading process, we discovered that the LCD had physical damage. This means the answer to the second question is ‘No’ and any remaining criteria about the cover or buttons are now non-applicable (N/A).

In the device summary below you can also see that the product is actually a dual-sim, which means the agent should have selected the model name with the marking “DS”. The summary also shows the new value of the device.

Grading x

Device summary

	Store grading	Re-grading
Device identifier	867428044271539	867428044241524
Product name	Huawei P30 Lite 128GB	Huawei P30 Lite 128GB DS
Price	34 €	12 €

Device grading

Question	Store grading	Re-grading
Does the device turn on and stay on without a charger?	Yes	Yes
Is LCD working and without physical damage?	Yes	No 
Are front, frame and back cover in good condition (general wear is acceptable)?	Yes	N/A
Are all buttons present and working?	Yes	N/A

Close

6. Campaigns

This is an optional feature in the Retail Trade-in Tool. It is possible to run multiple campaigns with different offers and conditions at the same time.

To enable any of your store's active offers, choose a suitable campaign from the **"Select campaign offer"** field. The system will automatically calculate new trade-in values based on the conditions of the selected campaign.

If you don't want to use a campaign offer, just leave the field empty. All campaigns are specifically customized for your store or company.

Select campaign offer

Device lookup



Appendix 1

Inspection questions for mobiles, tablets, iPods

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

Any accessories like an original box, a charger, earphones, etc. do not affect the residual value of the device.

All criteria below each question must be met before selecting **"YES"**!

1. Does the device turn on and stay on without a charger?

YES | NO

- Device can be turned on and off
- Charging port is without visual damage (always do a visual inspection!)
- Device is working without a charger

2. Is the LCD working and without physical damage? *See example pictures online.*

YES | NO

- LCD is without any signs of discoloration or pixel damage. Set a white background and 100% brightness for better inspection.
Tip: Take a photo of a white sheet, and use the notes or other app. For Android devices, you can also use the call screen and enter *#0*# (to exit, double press "back").
- Touchscreen is fully working (check the edges of the screen)
- Display is fully covered with glass. It can be cracked, but there must be no missing pieces from the front glass!

3. Are the front, frame, and back cover in good condition (general wear is acceptable)?

YES | NO

- Display is without cracks
- There are no cracks, splits, or fractures on the frame or back cover
- The frame of the device is not bent
- There are no chips on the edge of the display glass
- Camera glass is not cracked
- Device is complete, no parts missing (battery, back cover, port cover)
- Screen is not loose (check edges of the screen)
- Without heavy damage to its structure (frame is not deformed)

4. Are all buttons present and working?

YES | NO

- All buttons work easily (Home, Power, Volume, and Mute), no excessive force is needed
- No unoriginal parts or modifications have been used



Appendix 2

Inspection questions for Mac laptops / PC laptops

1/2

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

Regarding accessories, only a working and undamaged **power adapter and cable** will positively affect the residual value. Remember to click on the additional information symbol ⓘ to see the criteria for assessing the condition of the accessories.

Always mark the accessories with the same Trade-in ID number as the main product, so we can easily identify them.

The **activation lock must be turned off** for MacBook models of 2016 and newer.

All criteria below each question must be met before selecting **"YES"**!

1. Does the unit power on?

YES | NO

- Unit powers on when the power button is pressed
- Unit stays on for at least 7 seconds (power adapter may be connected)
- Units battery is not visibly swollen

2. Is the screen fully functional and without physical damage?

YES | NO

- Screen and screen backlight turn on
- Screen shows a good picture (no vertical/horizontal lines, no light spots, no discoloration, no graphic anomalies (flickering, etc))
- LCD area is not damaged (damage includes cracks in coating, peeling issues, deep scratches, etc.)
- Glass covering the LCD is not damaged
- No excessive dust under the glass

Note: Keyboard marks are inspected under the fourth question about the physical condition of the laptop and are not part of the criteria for this question.

Inspection questions for Mac laptops / PC laptops

2/2

3. Does the operating system boot up?

YES | NO

- Unit turns on and boots up to desktop or login window (from internal disk drive)

Tip: If the customer asks for data to be wiped in the store, we recommend creating a new admin user and then deleting the customer's user account and associated data. If the entire OS is erased, the OS needs to be reinstalled to avoid any grading discrepancies.

4. Is the computer physically ok?

YES | NO

Apple MacBooks:

- Unit does not have missing external parts (display bezel, bottom case, etc.)
- Unit does not have any cracked parts (trackpad, Apple logo)
- Unit's enclosure is not bent at any place (check near the ports, especially near ethernet port!)
- Unit does not have keyboard wear marks (on display)
- Unit does not have any dented corners
- Unit does not have missing keycaps
- Unit's enclosure is not deformed (caused by a swollen battery)
- Unit is allowed to have missing rubber feet, scratches, cracked display clutch cover

PC laptops:

- Unit does not have missing external parts (external battery, bottom case, etc.)
- Unit does not have missing keycaps
- Unit enclosure is not cracked at any place (check near the ports, lid, and bezel)
- Unit's enclosure is not bent at any place (check near the ports)
- Unit does not have any dented or cracked corners
- Unit's enclosure is not deformed (caused by the swollen battery)
- Unit does not have keyboard wear marks (on display)



Appendix 3

Inspection questions for smartwatches

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

All criteria below each question must be met before selecting "YES"!

1. Is the device without any physical damage and fully functional?

YES | NO

- Device can be turned on and off and is working without a charger
- Device reaches the home screen or setup menu
- LCD is without any signs of discoloration, and LCD glass and case are without any physical damage (cracks, missing pieces, loose parts)
- Touchscreen is fully functional and all buttons are working

2. Is a working dock/charger and strap included?

YES | NO

- Dock/charger is working and charging the device
- There are no splits or fractures on the charging cable
- There are no cracks or fractures on the charging dock
- The strap and working dock/charger are original
- There are no cracks, splits or fractures on the strap
- The strap is complete, no parts missing



Appendix 4

Inspection questions for Apple AirPods

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

All criteria below each question must be met before selecting "YES"!

1. Can the device be paired? (Must be tested with a compatible device)

YES | NO

- Charging case is present
- When you connect the lightning cable to the charging case, does the status light turn on?
- Does an Apple device recognize the charging case?

2. Are AirPods fully functional?

YES | NO

- Both AirPods are present
- Both AirPods are charging (thunderbolt next to the AirPod battery) and the battery percentage is shown for the case and for both AirPods
- Audio is clean when adjusting the volume level (no crackling allowed)
- Both AirPods are playing audio at the same level
- Music playback is paused when removing an AirPod from the ear (must work with both AirPods)



Appendix 5

Inspection questions for gaming consoles

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

All criteria below each question must be met before selecting "YES"!

1. Does the device power on and boot up?

YES | NO

- Unit powers on when the power button is pressed
- Unit boots up to the home screen

3. Is the device as good as new and in perfect condition?

YES | NO

- No wear or tear allowed

2. Is the device physically OK?

YES | NO

- The device is physically OK (no cracks, dents, missing pieces, etc.).
- Can have normal wear and tear



Appendix 6

Inspection questions for gaming controllers

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

All criteria below each question must be met before selecting "YES"!

1. Does the device power on and boot up?

YES | NO

- Unit powers on when the power button is pressed.
- Unit boots up to the home screen.

3. Is the device as good as new and in perfect condition?

YES | NO

- No wear or tear allowed

2. Is the device physically OK?

YES | NO

- The device is physically OK (no cracks, dents, missing pieces, etc.).
- Can have normal wear and tear



Appendix 7

Inspection questions for Apple iMac

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

Regarding accessories, only a working and undamaged **power adapter and cable**, or a **keyboard and mouse**, will positively impact the device's residual value. Remember to click on the additional information symbol ⓘ to see the criteria for assessing the condition of the accessories.

Always mark the accessories with the same Trade-in ID number as the main product, so we can easily identify them.

All criteria below each question must be met before selecting "YES"!

1. Does the unit power on?

YES | NO

- Unit powers on when the power button is pressed
- Unit stays on for at least 7 seconds (power adapter may be connected)

2. Is the screen ok?

YES | NO

- Screen and screen backlight turn on
- Screen shows a good picture (no vertical/horizontal lines, light spots, discoloration, graphic anomalies (flickering, etc.))
- LCD area is not damaged (damage includes cracks, coating peeling issues, etc.)
- Glass covering the LCD is not damaged
- No excessive dust under the glass

3. Does the operating system boot up?

YES | NO

- Unit turns on and boots up to desktop or login window (from internal disk drive)

Tip: If the customer asks for data to be wiped in the store, we recommend creating a new admin user and then deleting the customer's user account and associated data. If the entire OS is erased, the OS needs to be reinstalled to avoid any grading discrepancies.

4. Is the computer physically ok?

YES | NO

- Unit does not have missing external parts (display bezel, ram cover, etc.)
- Unit does not have any cracked parts
- Unit's enclosure is not bent at any place (check the foot!)
- Unit does not have any dented corners
- Unit's enclosure is not deformed

Note: Unit can have scratches.



Appendix 8

Inspection questions for Apple Mac Pro / Mac Mini

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

Regarding accessories, only a working and undamaged **power adapter and cable**, or a **keyboard and mouse**, will positively impact the device's residual value. Remember to click on the additional information symbol ⓘ to see the criteria for assessing the condition of the accessories.

Always mark the accessories with the same Trade-in ID number as the main product, so we can easily identify them.

All criteria below each question must be met before selecting "YES"!

1. Does the unit power on?

YES | NO

- Unit powers on when the power button is pressed
- Unit stays on for at least 7 seconds (power adapter may be connected)

2. Does the operating system boot up?

YES | NO

- Unit turns on and boots up to desktop or login window (from internal disk drive)

Tip: If the customer asks for data to be wiped in the store, we recommend creating a new admin user and then deleting the customer's user account and associated data. If the entire OS is erased, the OS needs to be reinstalled to avoid any grading discrepancies.

3. Is the computer physically ok?

YES | NO

- Unit does not have missing external parts (ram cover etc.)
- Unit does not have any cracked parts
- Unit's enclosure is not bent at any place (check near the ports, especially near the ethernet port!)
- Unit does not have any dented corners
- Unit's enclosure is not deformed

Note: Unit can have scratches.



Appendix 9

Inspection questions for Apple displays

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

Regarding accessories, only a working and undamaged **power adapter and cable**, will positively impact the device's residual value. Remember to click on the additional information symbol ⓘ to see the criteria for assessing the condition of the accessories.

Always mark the accessories with the same Trade-in ID number as the main product, so we can easily identify them.

All criteria below each question must be met before selecting "YES"!

1. Does the display show a picture when connected to a computer?

YES | NO

- Screen and screen backlight turn on
- Screen shows good picture (no vertical/horizontal lines, light spots, discoloration, graphic anomalies (flickering, etc.))
- LCD area is not damaged (damage includes cracks, coating peeling issues, etc.)
- Glass covering the LCD is not damaged

2. Is the display physically ok?

YES | NO

- Unit does not have missing external parts (display bezel, feet etc.)
- Unit does not have any cracked parts
- Unit's enclosure is not bent at any place (check the foot!)
- Unit does not have any dented corners
- Unit's enclosure is not deformed
- Integrated display cable is not physically deformed or broken

Note: Unit can have scratches.



Appendix 10

Inspection questions for Apple TV

Below you can find the set of questions you need to answer for the devices in this product group. Some models may have additional questions or criteria in the tool. Even if you are already very skilled in the process, **always consult the set of questions and criteria you see in the tool.**

All criteria below each question must be met before selecting **"YES"**!

1. Does the unit power on?

YES | NO

- Unit's LED turns on

2. Does the unit have picture output through HDMI?

YES | NO

- Unit shows a picture via HDMI cable

3. Does the unit come with a working remote included?

YES | NO

- Remote is in full working order



Appendix 11

Packing guide

Mobiles

- 1** All mobile devices should be put in a separate bubble wrap pouch or ziplock bag.
- 2** Use a suitable box

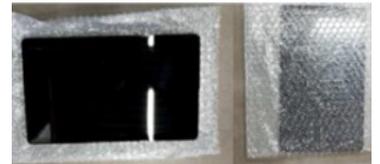
 - 43x31x20 cm – up to 50 devices
 - 35x20x20 cm – up to 24 devices
 - 20x20x20 cm – up to 12 devices
- 3** Put bubble wrap or foam padding on the bottom and top of the box.
- 4** Use a grid to separate devices in the box.
- 5** Don't use the first and last slot of the grid. This way, the devices are safe in case of any damage to the sides of the box.
- 6** Use "This side up" and "Fragile" stickers. If you're sending packages that contain lithium-ion batteries by air, add the "Battery" sticker.



Packing guide

Tablets

1 All tablets should be in a separate bubble wrap pouch.



2 Use a box with measurements 43x31x20 cm.



3 Put bubble wrap or foam padding on the bottom and top of the box



4 In order to avoid LCD damage, two tablets should be stacked with the screens facing each other.



5 Use extra bubble wrap or foam between any two layers of tablets.



6 Use "This side up" and "Fragile" stickers. If you're sending packages that contain lithium-ion batteries by air, add the "Battery" sticker.



Packing guide

Laptops

Packing guide for a laptop box that fits 5 units.

- 1** All laptops should be in separate envelopes.
- 2** Use a box with measurements 33x24x47 cm.
- 3** Put bubble wrap or foam padding on the bottom and top of the box
- 4** Use a grid to separate the laptops.
- 5** Don't put any laptops on the sides of the box, leave these slots empty. This way, the devices are safe in case of any damage to the sides of the box.
- 6** Use "This side up" and "Fragile" stickers. If you're sending packages that contain lithium-ion batteries by air, add the "Battery" sticker.

