

Managed Device Pool Service from circulee – efficient IT management for your company



circulee's Managed Device Pool Service offers an efficient and sustainable solution for managing your IT devices. Our service covers all aspects of device management, from procurement and storage to customised shipping and secure data erasure.

Managed Device Pool Service at a glance:

- ✔ **Procurement and storage:** We provide high-quality, refurbished IT equipment that can be used flexibly. We take care of the storage of the devices for you.
- ✔ **Dispatch to employees:** On request, we can send the devices directly to your employees' individual locations.
- ✔ **Take-back and data erasure:** When employees leave your company, we take back the devices, erase all data securely and in a certified manner and prepare the devices for their next use.

- ✔ **TÜV-certified quality process:** Each device undergoes a 19-stage quality process (including testing of hard drive, RAM, battery, display, etc.) to ensure that it meets the highest standards before it is returned to the device pool.
- ✔ **Transparent reporting:** On request, you will receive regular reports on the current stocks in your device pool as well as a detailed list of the devices shipped including DHL tracking IDs.

With circulee's Managed Device Pool Service, you can concentrate on your core business while we take over the management and sustainable use of your IT devices. Discover the benefits of flexible, secure and environmentally friendly IT management with circulee.

Service description

Managed Device Pool Service from circulee

The following sections contain detailed information on the general terms and conditions, the ordering process, warranty conditions, shipping and return procedures, quality inspection and reporting. Please read this service description carefully to make the most of all the benefits and requirements of our service.

General information

- ✔ The Managed Device Pool Service (hereinafter referred to as 'MDPS') can only be utilised for devices purchased from circulee.
- ✔ The MDPS applies to the device categories laptop, monitor, smartphone and tablet. Accessories are excluded from the MDPS.
- ✔ The MDPS requires an appropriate minimum order volume per appliance category ordered per year.
- ✔ As part of the MDPS, you will receive a fixed price per device category, depending on the respective device model. You will be informed of the price in the initial offer for the first order.

Order process

- ✔ Orders for the device pool are placed via your responsible circulee Key Account Manager.
- ✔ The minimum order volume for a device pool order is 5 devices per device category.
- ✔ Orders for new Device Pool devices must be placed approx. 2 weeks before the devices are scheduled to be used.

Guarantee

- ✔ The circulee standard warranty of one year from the invoice date of the respective device applies to all Device Pool devices in accordance with § 8 of our General Terms and Conditions.
- ✔ If devices are returned as a warranty case, but there is no warranty case within the meaning of the GTC, the devices will be returned to the device pool and the turn-around fee (see 6.3) will be charged.

Dispatch process

- ✔ For dispatch to the individual locations of your employees, you must provide the circulee Key Account Manager with a list of the dispatch addresses in a suitable format in good time. The list should contain the following information:
 - Name of the recipient
 - Address of the recipient
 - E-mail address of the recipient
 - Devices that the recipient should receive
- ✔ The recipient receives a dispatch confirmation to the e-mail address provided as well as the tracking ID for tracking the consignment.
- ✔ Allow at least 4 working days for delivery of the devices.

Redemption process

- ✔ There are three different reasons for returns:
 - **Defect on arrival:** The appliance arrived defective (detailed description of the problem required). The report must be made within 30 days of arrival. After confirmation of the defect, the turn-around fee will not be charged.

- **Warranty case:** The appliance has a fault covered by the warranty (detailed description of the problem required). The turn-around fee is not charged for a valid warranty claim.
 - **Company disposal:** The device is sent back to be returned to the device pool. The turn-around fee will be charged.
- ✔ The following information is required to register returns:
- Name of the employee concerned
 - E-mail address of the employee concerned
 - Circulee order number (optional)
 - Affected model
 - Reason for complaint
 - Detailed description (only in the event of a defect on arrival and in the event of a warranty claim)
- ✔ circulee does not monitor whether registered returns have actually been sent.
- ✔ Only the appliances will be taken back, not accessories.
- ✔ circulee accepts no responsibility for shipping damage during returns.
- ✔ circulee does not provide additional cardboard boxes for return shipments.

Return to the device pool

- ✔ Every returned device goes through our TÜV-certified 19-stage quality process (incl. completeness check, cosmetic check, technical check). In addition, certified data erasure and professional cleaning are carried out.
- Devices that continue to meet our A-grade quality standards are returned to the customer's available device pool.
 - Devices that no longer meet our A-grade quality standards are remarketed or recycled in an environmentally friendly manner (see 7).
- ✔ A turn-around fee is charged for each device that is sent back to the device pool. This includes:
- Shipping
 - Return shipping label
 - Complete TÜV-certified quality inspection
 - Certified data deletion
 - Reinstallation of the operating system
 - Cleaning
 - Restocking

- ✔ The turn-around fee is:
 - 100,00 € for laptops
 - 60.00 € for monitors, smartphones and tablets

Remarketing and recycling

- ✔ Appliances that no longer meet A-grade quality standards after testing are remarketed or recycled in an environmentally friendly manner.
- ✔ circulee will market the affected devices at least once every six months.
- ✔ If the sale is successful, you will receive 70% of the residual value of the appliances.

Reporting

- ✔ You can receive regular reporting on request. The reporting includes:
 - **Inventory overview:** Number of devices per model that are currently in your device pool.
 - **Order overview:** Detailed overview of your orders including shipping status and date, shipping addresses and serial numbers.

Our Managed Device Pool Service can be flexibly adapted to your business requirements. Contact our sales team for a personal consultation!





We are making sustainable IT a new standard for companies.

Circulee is an innovative startup passionate about the concept of circular economy. Our goal is to create new value by reusing IT hardware. We believe that companies and organizations have a responsibility for sustainability, and this is where used IT comes into play. In close cooperation with renowned IT leasing companies, we ensure that both product quality and data security are guaranteed. Our mission is based on the strong belief in preventing the premature disposal of electronics. We rely on the transformative power of circular value creation, because by reusing IT hardware we not only reduce resource consumption, but also environmental impact. Our measures help to extend the life cycle of devices while minimizing waste and conserving valuable resources.

At circulee we firmly believe that the circular economy makes a significant contribution to sustainability. By leveraging the value of existing devices, we pursue a sustainable vision for a better future.

