



Business Trade in Model

TES Consumer Solutions – Part of TES-AMM

<https://www.tes-amm.com/#/>

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TES Consumer Solutions

TCS

- TCS has grown at a phenomenal pace in the last 3 years in very challenging times
- Major acquisitions of Technology Supplies International Ltd and the Envirofone brand in the last 2 years has given TCS the enviable position of managing devices/consumer electronics from the “Cradle to the Grave”

Core Services

- Buy Back/Trade-In
- Repair
- Full OEM Refurbishment
- Stock disposition – Resale/Recycling
- Data Sanitisation

Partners

- OEM's
- Networks
- Distributors
- Retailers
- Corporates

All managed at our new 120,000 Sq Ft state of the art Staffordshire facility employing over 100 colleagues.

Recycle for Business – Process Overview

All Apple and Samsung devices need to have SME or DPE removed prior to collection, or no value will be given

Quote

- Quote enquiries will be sent to the dedicated mailbox, with details of handsets, including make, model, memory and quantity
- TES provide indicative quote & explain next steps, if they wish to proceed

Collection

- Customer confirms they wish to proceed
- TES can ship packaging if required
- TES arrange free secure collection of devices from agreed location(s)

Testing

- TES test, grade & securely data wipe devices & confirm valuation back to client
- Customer has 48 hours to accept the valuation or have devices returned back free of charge

Payment

- Customer sends VAT invoice and TES will pay via BACS
- TES make payment direct to the customer

Process

Quote:

- Enquiry to be sent to businessmobile.uk@tes-amm.com the enquiry should include as much detail as possible to ensure that the quote is as accurate as possible. Device details should include make, model, memory and quantity.
- Devices will be quoted based on used stock that is working (Grade C and above)
- Quotes are valid for 14 days, if the customer comes back after the 14 days has passed, TES will check if they are able to hold the price, if not then a requote will be provided.
- The customer will confirm if they accept the quote, if they do then TES will organise collection.
- For older devices, there may be a charge instead of a credit.

Collection:

- TES will ask if the customer requires packaging, if they do TES will send appropriate packaging for the number of devices.
- Prior to collection, devices should be free of any activation locks or software locks. If they are not, then only 10% of the value will be offered.
- Customer will confirm the collection address, number and size of the boxes and TES will organise collection and advise of a day and time slot.

Process

Testing:

- Once the devices are in the TES facility, they will be counted against the number of expected. If it is different then TES will inform the customer to make sure that this is correct.
- Devices will go through functionality testing, as well as a data wipe. They will be cleaned and given a final grade which will be sent to the customer in a report.
- The report will highlight the devices collected, their final grade, value back and any faults.
- The customer will be required to accept or decline this final quote, if they accept then they will be required to raise an invoice to TES Consumer Solutions (details will be provided) and a final report will be shared which will have a certificate of data destruction attached. If the customer declines the quote devices will be sent back to them.

Payment:

- Customer will need to send TES Consumer Solutions a VAT invoice (standard VAT below £5,000 or reverse VAT if the value exceeds £5,000.)
- TES will pay the customer directly via BACS.
- TES will need to onboard the customer directly in order to make payment.

Devaluation Table

Reduction	Type of Damage	Grade
0%	Device is "like new" with no signs of any wear and tear and free from any damage	A
0%	Device is in great condition, free from damage and extremely light wear & Tear with no wear & Tear on the screen	B
0%	Device shows signs of use but free from damage. Small scratches and chips acceptable within standard wear & Tear	C
-50%	Cracked, customised or missing front or back covers	D
	Missing or faulty buttons	
	Water Damaged but the device is still fully functional	
-80%	Screen damage (cracked or smashed screen, LCD/Pixel damage, display issues)	E
	Heavy damage to device	F
	Faulty main menu or home button	
	Software faults/Device does not connect to a computer	
-90%	Apple device locked to iCloud/Activation locked or Software Locked (Google Locked on	GAL
-100%	Apple and Samsung device remove SME or DPE	BNS
	Blocked, stolen or fake items.	
	Doesn't power on or off or accept a charge	BER

Once the final report is sent, devices will have a final grade and the quote cost will be decreased based on this table.

In the event that devices are sent with software or activation locks, customers will have 72 hours to remove them. Devices will be retested after this period.