



## CHECKLIST: Office Equipment

### QUICK CHECKLIST:

- 1) Complete the online **Freight Estimate Form** and attach your **Return Authorization** to the form.
- 2) We will email or fax you an **Estimate**.
- 3) You approve (or decline) the estimate. (Please call, email, or fax us with your decision.)
- 4) We send you an **Invoice** for signature.
- 5) You sign and send back the invoice.
- 6) We pick up your copiers!

### DE-INSTALLATION:

**You are responsible for de-installing your copier.** The complexity of this procedure varies depending on the copier.

- 1) You may have your local technician de-install your copier.
- 2) You may have Schock complete a mini de-install (remove finisher) & condition report.
- 3) You may have Schock arrange a full de-installation, inspection, and condition report by a certified technician.  
Option 3 is suggested for copiers weighing over 300 pounds, color copiers, and wide format machines.

### PREPARATION:

- 1) Schock will package your copier at time of pick up, free of charge.
- 2) You need to confirm the location and accuracy of your serial number.
- 3) You need to tape a copy of your lease return authorization/shipping instructions to the copier and any accessory.

### OUR TRUCK:

Your copier will be picked up by an air-ride van specializing in electronic shipments. This van may be an **18-wheel, semi-truck with up to 53 foot trailer** (total truck up to 80 feet long). Please make sure you have room for our truck. If you are out, have a **back up person** ready to receive our truck. **Typical pick up times:** metro—next day / outlying—twice per week / remote—once per week.

### DATA SECURITY:

Many digital copiers retain a copy of every print or copy ever made on their hard drive. This data can be mined by criminals. Schock can replace your hard drive with a new, blank one. You are given the old one for destruction. This service includes a FREE certified technician de-install!

### ADDITIONAL CHARGES:

We make every attempt to avoid additional charges. Additional charges apply in the following circumstances:

- Required stair carry by our men or hydraulic equipment.
- Site not tractor-trailer accessible and/or requires special, short truck.
- **Specific time, date, or after-hours pick up requested.**
- Missed pick up (or de-install) attempt due to customer circumstances.
- A need for 3 or more men and/or additional labor time, or union labor.

### PAYMENT:

Please complete the credit card information section on your invoice prior to emailing or faxing it back to us. Shipments are scheduled once payment has been received.

### YOUR DISPATCHER PRE-CALLS:

- 1) You will receive a pre-call from our copier technician (if you request a technician de-install).
- 2) You will receive a separate call from our truck dispatcher scheduling the copier pick up.  
Remember to schedule your de-installation first and your shipment at a later date.

#### Our DE-INSTALL & INSPECTION includes:

- Verify serial number.
- Check copier to determine that it is functioning properly. Inspect for mechanical or cosmetic damage.
- Separate stand-alone accessories from copier mainframe: (Finishers, Sorters, Large Capacity Trays, and Print Controllers or Fierys.)
- Remove toner/ink cartridges (when necessary).
- Lock down scanning mechanism (color copiers).
- Remove fuser oil and drain (color copiers).
- De-program security, password, and user codes.
- Assemble all cables, manuals, and maintenance records for shipping.
- Complete inspection report with copy for client.

#### Our SHIPPING service includes:

- Move copier from pick-up site to truck.
- Extra men, stair-crawlers, and special short truck available. on demand (additional charges may apply).
- Use of lift-gate to lift copier into truck.
- Blanket wrap and strap copier to protect during shipping.
- Transportation to destination on special, air-ride truck.
- Insurance against any damages may be purchased.
- **SHIP GREEN:** Upon request, Schock Logistics provides certified carbon offsets for your shipment. These offsets are used to help fund the construction of windmill farms in America. This program is managed in partnership with Renewable Choice Energy ([www.RenewableChoice.com](http://www.RenewableChoice.com)).

*Thank you for choosing Schock Logistics.  
We look forward to working with you!*