



2016

# Diamond Assets

Apple Trade In Program

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To begin your trade in, please contact your Account Manager and follow the steps below:

### Account Manager

Contact Information: Jeremy Egger: (763) 656-3488 or [jeremy@diamond-assets.com](mailto:jeremy@diamond-assets.com)

### THE DIAMONDASSETS PROCESS



### White Glove Pickup Services- Overview

Diamond Assets white glove pickup services are designed provide a quick and easy pick-up. Our professional staff members will do the work from start to finish including:

- Individual Packaging of Each Device in Protective Sleeves
- Packaging & Boxing Items in Master Cartons
- Palletizing & Securing Product for Shipments
- Loading Freight Vehicles including company vans, company trucks, or third party LTL
- Onsite Inventory Counts
- Multiple Site Pickups
- Signed Inventory Sheets from Diamond Assets Personnel

## **Grading & Reporting**

Once your units have arrived at our processing facility they will then go through a detailed audit process. At the end of this audit, your organization will receive an itemized and detailed report that includes the following:

- Device Type (iPad, iPad 2, MacBook Pro, etc.)
- Specific Model
- Serial Number
- Processor Type
- Processor Speed
- Memory/RAM
- Hard Drive/Storage Size
- Cosmetic Damage Level/s
- Specific Cosmetic Damage Details
- Functionality Damage Level/s
- Functionality Damage Details
- Battery Condition
- Engraved Acknowledgement
- Final Grade

This information is then composed into a summary report. The summary report will provide the final grades of your units along with the total monetary value.

## **Final Payment Information**

- Diamond Assets will schedule a brief conference call with your site contact or finance department to review the final reconciliation report, help address any questions, and confirm payment details including: Payment Address, Payment Contact, any memo line information.
- Diamond Assets will provide payment to your school within 45 days of audit completion
- Audit Completion generally requires 15 days

Defect	Definition	Minor Defect	Major Defect
<b>Screen Scratch/ Keyboard Mark</b>	A Score Mark on Screen Surface	Not Visible During Use	Visible During Use
<b>Screen Bad Pixel</b>	An unresponsive pixel	A singular bad pixel	A grouping of bad pixels
<b>Screen Pressure Mark</b>	A discolored area of the LCD panel caused by pressure	Visible on grey background and does not exceed 1/4" at widest diameter	Visible on any background of exceeds 1/4" at widest diameter
<b>Cracked Screen</b>	A split or break along screen	Any crack in the screen is considered a major defect	Any crack in the screen is considered a major defect
<b>Corner Dent</b>	Any corner deformation/impression	Does not exceed 1/4" at widest diameter	Exceeds 1/4" at widest diameter
<b>Surface Dent</b>	Any surface deformation/impression	Does not exceed 1/4" at widest diameter	Exceeds 1/2" at widest diameter
<b>Nick</b>	Singular deformations/impressions along seams/edges	Does not expose bare metal of chassis	Exposes bare metal of chassis
<b>Gouge</b>	Deformations/Impressions along seams/edges that result in sharp edges that require reworking for safety	Does not expose bare metal of chassis	Exposes bare metal of chassis
<b>Wear</b>	Erosion of finish on surface or edges with no textural distortion	Does not expose bare metal of chassis	Exposes bare metal of chassis
<b>Scratch</b>	Surface score or mark	Light/superficial- Does not cause surface deformation around scratch	Deep/Severe- Causes deformation or indentation along scratch
<b>Crack</b>	A split or break along any surface	Crack length is less than 1/4"	Crack Length is greater than 1/4:"
<b>Stress Mark</b>	Discoloration or distortion of any surface as a result of pressure or stress	Minor Stress Mark	Major Stress Mark

A Grade	B Grade	C Grade	D Grade	F Grade
Unit is Like New Condition	Product is in Good Working Condition	Product is in Good Working Condition	Product is in Working Condition but may contain severe cosmetic damages	Device is Non-Functioning
Unit does not contain noticeable blemishes, dents or stress markings	Minor Wear or Stress Markings in Bottom Housing Light Surface Scratches On Bottom Casing	Noticeable Stress Markings, Dented Corners, Dented/ Scratched Bottom Casings	Product contains noticeable LCD Blemishes, and Multiple Dead Pixels	Broken Screens, Damaged LCD Panels, Trackpads, Hinges and other broken <b><u>functional components (logic boards, hard drives, missing keys)</u></b>
Device does not contain display/ screen issues	Minor Dent in Corner, but not combined with other major defects	Single Dead Pixels ***Unit is Fully Functional	Major Dents, Scratches and Stress Markings	

Diamond Assets Contact	
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