

### QUALITY REFURBISHMENT

From a minor device repair to a complete cosmetic overhaul, our refurbishment process uses OEM components and follows strict certified processes to ensure our like-new devices look and work like brand new devices.

### CERTIFIED TECHNICIANS

Our dedicated device technicians have the experience, training and certifications required to ensure every device that is refurbished complies with the highest industry standards.

### SAFE & SECURE

Your data is always safe, we securely delete all device data on incoming devices with government grade technology to ensure your privacy and company confidentiality is secure.

## Device Refurbishment Process



Evergreen Wireless utilizes certified Device Repair Technicians to replace defective parts and worn components, restoring devices back to working condition and improving their grade value.

This refurbishment process involves several steps to restore used or damaged devices back to like-new condition:

#### 1) Inspection and Testing

- Quality Control Technicians test the functionality of the device and determine the initial cosmetic grade.
- They will assess the potential grade improvement by investigating what components need to be replaced and what cosmetic parts can be restored.
- If the technician determines that the device is worth repairing and restoring, they will proceed with the process.

#### 2) Data Wiping

- All data on the device will be wiped to ensure privacy and security.

#### 3) Repair & Replacement

- All new or refurbished replacement components are sourced from our network of trusted OEM parts suppliers.
- Devices with functional failures are repaired with replacement components.
- Devices with cosmetic faults are restored with any replacement components required to bring it to like-new condition.

#### 4) Buff and Polish

- Dedicated tools and process are used to improve the cosmetic condition of the device to a like-new grade.
- Minor faults on any cosmetic components that were not replaced are polished and restored.

#### 5) Retesting

- Device Service Technicians will retest the device to ensure it is fully functional following the repair and restoration process.

#### 6) Grading & Cleaning

- The new and final grading of the device is performed and certified.
- Once complete, the device is thoroughly cleaned of any dust, fingerprints and smudges from the previous processes.
- The device is then placed in a sealed bag to maintain its condition and in preparation for packaging.