

## **IT Equipment Leasing Dispute**

On 15 October 2021, I signed a leasing agreement with TechLease Solutions Ltd. for IT equipment intended for deployment in Germany. As part of the contract, two months of complimentary storage was promised upon lease activation, with a total payment of \$19,000, as detailed in the attached invoice.

However, on 22 September 2022, I received an email from Michael Chen, a representative from TechLease Solutions, stating that the previously agreed two months of free storage would no longer apply. His explanation was as follows:

"The two-month free storage offer was conditional upon proceeding with deployment in Germany. Since you are considering a cancellation or a location change, the original free storage clause is no longer valid."

This email, dated 22 September 2022, is attached for reference.

At no point in 2022 did I indicate any changes to the equipment deployment plan, making this claim both unreasonable and inconsistent with our original agreement.

Since early 2022, I had persistently requested clarification on the cancellation policy for the lease. After repeated follow-ups, Michael Chen finally responded on 16 June 2022, stating:

"Please confirm whether you will proceed with the lease.

Refund eligibility and additional charges can only be provided after your confirmation."

Following up on 19 June 2022, he added:

"According to company policy, a 50% deposit is non-refundable.

In case of lease termination, storage fees will be deducted from the remaining balance, along with any associated costs for logistics and processing."

This was the first time I had been made aware of this termination clause, and despite my request for documentation verifying this policy, Michael Chen was unable to provide any supporting proof.

On 4 September 2022, I received an invoice from TechLease Solutions, detailing the following charges:

Storage Volume: 1050 cubic feet

Packing & Handling: \$6,000

Transportation Fees: \$550

Storage Fees (Oct 2021 – Mar 2022 at \$0.8/cuft): \$5,040

Storage Fees (Apr 2022 – Aug 2022 at \$1.2/cuft): \$6,300

Total Accrued Costs: \$18,415

Paid Amount: \$19,000

Balance Remaining: \$585

Additionally, I was informed that storage costs beyond September 2022 would be \$1,260 per month, with a warning that the equipment could be disposed of if payment was not received.

Upon reviewing this invoice, several discrepancies became evident:

The storage volume was miscalculated. The agreement was based on 1000 cubic feet, which had been used for previous payments.

The promised two months of free storage was not deducted from the storage fees listed for October 2021 – March 2022.

The packing & handling fee of \$6,000 was highly excessive—comparable leases with TechTrust Leasing never charged more than \$3,500.

The packing process was personally supervised at my facility, and no specialized materials or premium handling services justified such a high cost.

Despite my repeated requests for an explanation, Michael Chen did not provide any justification for these charges.

Due to poor service and lack of transparency, I terminated the lease and engaged DataLogix Freight Services on 7 October 2022 to recover the equipment. The retrieval took place on 17 October 2022, from TechLease Solutions' warehouse at 52 Oxford Industrial Park, London.

Upon pickup, DataLogix transport personnel discovered multiple cases of damage to the leased equipment. The team observed dented casings, deep scratches, and indications of water exposure on several servers and workstations. Photographic evidence was immediately sent to Kevin Yates of DataLogix, who forwarded the images to me via email and WhatsApp.


These images made it clear that the equipment was improperly stored for an extended period, and TechLease Solutions failed to prevent damage despite receiving consistent storage payments. The level of deterioration suggests negligence and prolonged exposure to moisture, which is unacceptable for IT hardware storage.

Given the extent of the damage, I am seeking \$80,000 in compensation for the affected equipment, which may no longer be operational.


Furthermore, due to TechLease Solutions' failure to fulfill their contractual responsibility in safeguarding the leased IT equipment, I am demanding a full refund of the \$19,000 paid.

Yours Sincerely,

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