

Abandoned / Recycled Device Policy

Note: Special consideration should be given in cases of extenuating circumstances that are our fault. Additional repair needed due to misdiagnosis, tech damage, length of time for parts to arrive, ect. These cases should have the date of abandonment moved from (45) to (75) days.

- If a customer is unavailable or unresponsive continue to notify *a minimum of every (2) weeks*.
- Each contact attempt should be notated in the work order notes **with** the interaction (ex. voicemail was full, straight to voicemail, spoke to customer, ect.).
- All points of contact, including any additional phone numbers and email, should be used and notated.
- At the (30) day mark, let the customer know their device is approaching abandoned status and they have (2) weeks to contact us or come retrieve their device. If we don't hear back in (2) weeks, we will reclaim our parts from the device and their device will be recycled (1) month from today. Set an update date of (1) week from this time of contact.
- At the (37) day mark, contact customer one final time that they have (1) week to contact us or come retrieve their device. If we don't hear back, we will reclaim our parts from the device in (1) week, and their device will be recycled in (3) weeks. Set an update date of (1) week from this time of contact.
- At the (45) day mark the device is considered abandoned.
 - Work order notes should be updated to reflect the device is now abandoned due to lack of customer contact.
 - Repair should be reverted.
 - Work order set to Device Abandoned and set an update date of (2) weeks.
 - Samsung work orders should have the OCTA marked Defective (OCTA:F). Put part in appropriate bin.
 - Keep the work order label on the device. Write current date on work order label.
 - Place device in appropriate abandoned device area.
- At (60) day mark, when work order shows up in Update Today you can Sale Complete.

Managers: At (90) days total from date on work order label the device can be recycled, used as a training device, or repaired and resold [depending on the device / repair necessary].