



SHIP SERVICE					
STORE FREE	TIME-BASED BILLING	FULL SERVICE	REPAIR OPTIONS	DONATE / E-WASTE	ON/OFF BOARDING
No fee (<200 laptops)	No per-device charges	Boxes, labels, pickups	Apple, Dell & More	Facilitated Pickups	Hold/Wipe Old Laptops

tldr; we're going to do our very best but we can't control the weather or FedEx.

Disclaimer of Warranties and Limitation of Liability

By using our services, you acknowledge and agree that:

- Mann's services (referred herein as "our(s)", "we") are provided "as is" and without any representation or warranty, whether express, implied, or statutory. As such, we do not warrant that our services will be uninterrupted, timely, secure, or error-free.
- We are not responsible for the actions or inactions of third party shipping service providers, including but not limited to FedEx, and any losses or damages that may result from their actions or inactions.
- In no event will we be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or in connection with our services or your use of them, even if we have been advised of the possibility of such damages.
- Our total liability to you for any and all damages, losses, causes of action, whether in contract, tort (including but not limited to negligence), or otherwise, will not exceed the amount paid by you for our services.
- The foregoing limitations of liability will apply to the fullest extent permitted by law and will survive the termination of our services or your use of them.

Terms and Service

- Mann is not responsible for any loss, theft, damage, or other liability related to devices held in Mann's inventory.
- You acknowledge that you are solely responsible for ensuring that the devices are adequately insured against any potential loss, theft, or damage.
- You agree to release Mann from any and all claims, damages, or other liabilities that may arise from the loss, theft, damage, or other unauthorized use of the devices while they are being held in Mann's inventory, other than in the event of a material breach of Section 4 of these terms.
- Mann takes privacy and security very seriously and has implemented multiple biometric and other security tools, video surveillance, a secure building and multiple keycard and key locks to protect customer inventory.
- You agree to provide valid identification when picking up equipment to ensure a safe and secure transfer of devices.
- Mann will take reasonable steps to safeguard the devices while they are being held in Mann's inventory, but cannot guarantee their security.
- You agree to indemnify Mann and hold it harmless against any and all claims, damages, or other liabilities that may arise from loss, theft, damage, or other unauthorized use of the devices while they are being held in Mann's inventory and that result from your breach of these terms, except in cases where loss, theft,



damage, or other unauthorized use of the devices were caused by the gross negligence or intentional wrongdoing by Mann.

8. You may pick up your inventory with a scheduled advance notice. For security reasons, Mann does not offer local delivery of existing equipment.

Requirements

1. Our default shipping method for computer hardware is two-day express shipping through a third party shipping provider such as FedEx, subject to change.
2. We will use ground shipping for boxes and packaging materials unless previously specified by you in writing.
3. When we have it, we'll do our best to provide you with the latest tracking information for your shipments.
4. We are not responsible for any delays or losses that may occur during the shipping process, due to the use of an agreed third party (e.g., FedEx) and you agree to release us from any claims arising out of or in connection with the shipping of your orders resulting from the same.
5. You are responsible for providing accurate and complete shipping information, including the destination address and contact information for the recipient. We will not be liable for any errors or omissions in the shipping information that you provide.
6. By using our shipping services, you agree to be bound by the terms and conditions of the shipping provider(s), including any applicable fees, surcharges, or other charges.
7. Storage fees apply when a client's stored device count exceeds 200 units. Devices over the 200-unit limit will be charged at \$5 per device, per month.
8. You are responsible for complying with all applicable laws and regulations related to the shipping of your orders, including but not limited to customs and import/export controls. We will not be liable for any penalties or fines arising out of your non-compliance with such laws and regulations.

Accessories

1. Mann provides laptop shipping (including power supplies and docks where applicable), but are not currently able to support the following items including but not limited to
 - a. Desktop towers
 - b. Monitors
 - c. Scanners / graphics tablets, printers
 - d. Video gear including lighting (ring lights, key lights, etc) gear and/or other audio-video accessories (green screen, microphone stands)
 - e. Any large and/or oversized electronics will need to be drop-shipped directly from the manufacturer to the destination address(es) provided by you.
2. We do not store or facilitate return of mice, keyboards, monitors, or other equipment.
3. In the event that we receive a device missing essential accessories such as power adapters, we will order an appropriate replacement and invoice you for the cost of the replacement gear.

Shipping Boxes

1. If a box is required, we charge for laptop shipping boxes: Rates are \$30 for a new box, \$15 for a used box. Pricing is subject to change at any time, within reason and without advance notice.
2. The price for shipping boxes may vary depending on size and availability.
3. We do not charge extra when shipping in the original manufacturer's box provided there is ample protection for the enclosed equipment.

Drop-Off and Pick-Up



1. Due to our strict security measures and office building restrictions, we cannot accept walk-ins at our San Francisco headquarters. Drop-offs and pick-ups must be scheduled in advance and are available on an appointment basis during the following hours:

Monday - Friday: 9:30am to 11:30am PST and 1:30pm to 3:30pm PST

Our address is:

Mann Consulting
282 Second St, 4th Floor
San Francisco, CA 94105

We need you to show valid identification for any pickups. If someone else will be picking up the equipment on your behalf, provide their full name so that we can confirm their identification before releasing any equipment.

We are not responsible for any damage or loss of equipment that occurs if you attempt to drop off or pick up equipment without a scheduled appointment, or if you leave equipment unattended at our office.

Deadlines and Notice

1. For an employee onboarding (or any shipment fulfilling the needs of an employee onboarding such as device replacement, device augmentation, peripheral addition, repair shipment, or return), we require up to 7 full business days to fulfill a successful delivery that meets our quality control standards.
2. We are not responsible for late shipments after the device has left our facility, whether this falls within our 7 business-day deadline window or not.
3. Shipping and onboarding requests that do not meet our 7 business-day deadline are not guaranteed to meet client imposed deadlines. We reserve the right to reject requests that do not fall within our 7 business-day deadline window.
4. Requests that are given less than 3 full business days to meet the client deadline are automatically considered "rush" request and are subject to automatic "rush" pricing (see your support agreement for pricing.) All tasks related to fulfilling a "rush" request are subject to "rush" pricing and are non-negotiable.
5. We do not advise shipping with less than two full business-days to meet a deadline. We reserve the right to refuse a "rush" request and or "rush" shipping for any reason. We work **really hard** to accommodate you, whenever possible.
6. We are not responsible for late equipment or added costs incurred by a third party such as FedEx.
7. By using our shipping services, you agree to be bound by these terms and conditions. These terms shall apply to the fullest extent permitted by law and shall survive the termination of our service or your use of it.

Declared Value and Signature

1. We do not provide shipping insurance. Some shippers will include basic coverage which may or may not match the value of your shipment. You are responsible for insuring your shipments if you wish to have coverage for losses outside of our control.
2. You may or may not choose to purchase insurance from an insurance agent or broker to get door-to-door protections, coverage for losses outside of the control of Mann. Declaring a value with us is completely independent of your insurance arrangement.
3. We will declare a value for your equipment when shipping on your behalf. The declared value of a package represents our maximum liability in connection with the shipment of that package, including, but not limited to, any loss, damage, delay, or misdelivery relating to that shipment. As the shipper, it is your responsibility to prove any damages. Exposure to and risk of any loss in excess of declared value is assumed by you.
4. The default minimum declared value for our shipments is \$1,000 (US) If you would like us to declare a different value, it is your responsibility to provide proof of the value of the items before the shipping deadline.



5. Declared value fees are incremental and depend on the amount you declare. The first \$100 of value in your shipment is included in your shipping rate at no extra charge as part of FedEx's standard \$100 limit of liability. Your declared value fees reflect any amount that exceeds that \$100. Shippers impose a \$3.75 surcharge and \$1.25 is added per hundred dollar of declared value after that.
6. For declared value shipments of \$500 or more, we will automatically apply a Direct Signature requirement. This means that FedEx will attempt to obtain a signature upon delivery from an Adult over 21-years of age with a valid government-issued photo ID at the delivery address. If no one is there to sign for it, they will reattempt delivery at another time. Note that the shipper may not require that the person who signs for the package be the same person to whom the package is addressed.
7. We are not legally responsible for any equipment loss or theft that occurs during shipping. We cannot guarantee a return value for any equipment loss or theft, whether declared accurately or not. If your equipment is lost, tampered with, broken, or is not delivered in the state it was shipped in, we will file a claim and request an investigation for the shipment on your behalf. However, we cannot guarantee the outcome of the investigation or claim filed and we are not responsible for the claim and decision. We will make a best effort to keep you up to date on any findings, but the responsibility and receipt of losses is between you and the third party shipping company. You may request that we not file a claim on your behalf. Note: Per FedEx, claims and investigation requests *must be made within 10 business days of the initial ship date* or they will be automatically rejected.
8. For more information on declared value, please visit the FedEx website at <https://www.fedex.com/en-us/shipping/declared-value.html>

End of Lifecycle and E-Waste

1. We wipe all operational devices before transferring them to our vendor(s)
2. Our vendor(s) secure data removal for all devices
3. NIST 800-88 certified data removal with physical drive destruction is available for an additional service fee
4. At a minimum, we strongly recommend certified destruction for all devices that are unable to turn on as we cannot take steps to ensure data removal before transferring to our vendor
5. E-Waste fees Per Device:
 - a. \$10 Handling Fee
 - b. \$15 Certificate of Destruction
6. Mann offers a 25% discount (\$7.50) on handling fees for clients recycling 50 or more devices at a time

Customer Approval

Company _____

Your Name _____

Signature _____

Date _____