

Asset Return Instructions – AMERICAS



Equipment which must be returned

- **Laptop** – laptop, docking station, power supply, external hard drive
- **Desktop** – desktop, external hard drive
- **Mobile Devices** – phone, iPad, power supply
- **VIP Token** – hard token

Return Instructions

1. All Legal Hold employees, please contact DL-eDiscovery@GenDigital.com directly for return instructions.
2. Complete the Chain of Custody form for each computer (laptop and desktop). Equipment such as keyboards, hard drives, and phones do not require a Chain of Custody form.
3. Locate your country in the table below.
4. Plan to return all equipment to the specific depot via post or drop-off where advised. You can request a prepaid shipping label to ship your assets back by emailing Depot-MountainView@GenDigital.com.
5. If expenses are incurred submit a final expense report for shipping costs within 21 days. Email the completed Manual Expense Report, along with a scanned copy of your receipts to the external [ServiceNow Portal](#).

All other countries not listed below do not have a central IT asset collection depot. Please arrange to return your assets to your manager or People & Culture.

Note: Please return all assets as soon as possible on/before your termination date, but no later than 5 days. If you are unable to return devices for any reason, please contact the external [ServiceNow Portal](#) and your manager to notify Gen of the circumstances. In the event of a “stay at home” order, “shelter in place” order, or other applicable regulation(s) restricting mobility, return Gen property at the earliest opportunity no later than 14 days after the lifting of such regulation.

Country	Depot Address	Asset Return Instructions
United States – MTV and Remote Employees	Gen Inc IT Depot 487 E. Middlefield Rd Mountain View, CA 94043 +1 650-527-8000	Plan to drop off at IT location in Mountain View. OR 1. Submit requests for pre-paid FedEx or UPS shipping labels to the email address below within 5 days of your last day worked. 2. Affix pre-paid label to shipping box and drop off at a FedEx or Ups location as soon as possible. Depot-MountainView@GenDigital.com
United States – Tempe and Arizona Employees	Tempe PITSTOP 60 E. Rio Salado Parkway Suite 1000 Tempe, AZ 85281 +1 480-457-5300	Plan to drop off at IT location in Tempe.
Canada – Toronto	Gen Inc IT Depot 487 E. Middlefield Rd Mountain View, CA 94043 +1 650-527-8000	Complete Export Form* 1. Fill out Shipper Info (your info) 2. Ship to information is already filled out 3. If you need product description and prices, email IT Depot-MountainView@GenDigital.com 4. Submit complete Export Form by email to GenExport team: Xrm-ExportShipments@GenDigital.com



Chain of Custody Form

Employee Name	Manager's Name	Employee Location Address	
Make / Model of: Choose an item.	Serial Number	Asset Tag Number (if available)	Phone Passcode/Password

Please use a separate Chain of Custody form for each electronic device and enter the following details as you take possession. Do not attempt to access devices or data prior to shipment and keep them secure and in your possession. For mobile devices, email the “screen unlock passcode” and “iTunes backup encryption password” for Apple devices to Depot-MountainView@GenDigital.com. Attach original of this form to each device and keep a copy for your files.

Date	Released By (name)	Received By (name)	Received By (Signature)



For International shipment including; Guam, Puerto Rico, U.S. Virgin Islands, Canada, Mexico

All areas are required to be completed or form maybe be returned

Shipper's information

Date:	
Employee ID:	
Employee name & contact phone No:	
Department name:	
Department Cost Center:	

Note 1: Import of "Used" equipment into India, China, Argentina and Brazil are prohibited.

Note 2: Personal items, Gift cards/Cash equivalent, food and alcohol are prohibited for export from GEN corporate account.

Note 3: Internal transfers of all corporate assets, such as laptop, require prior approval from the Accounting Department. Please provide GEN Asset tag or Purchase Order number for each item.

Please provide current location of your GEN shipment:	
Address Street _____	
City _____	State _____ Zip _____

ShiptoInformation

Full contact name:	IT DEPOT
Phone number:	1 650-527-8000
Company:	
Address:	487 E Middlefield Rd
City, State, Post code:	Mountain View, CA 94043
Country:	USA

Purpose of Shipment: laptop replacement. _____

Complete product description	Quantity	Cost per Unit	Country of Manufacture