

## FAQs: End-of-Lease Activities 2023

Important information around end-of-lease activities leading up to and throughout the 2023/2024 Christmas and New Year period.

### How do I know which Depot to Return To?

The relevant depot information can be found on the delivery label.

### What are the Depot Closure Dates?

- ▶ **APCD:** 21/12/2023 to 06/01/2024
- ▶ **Iron Mountain:** 20/12/2023 to 06/01/2024
- ▶ **Renew IT:** 25/12/2023 to 26/12/2023, 01/01/2024
- ▶ **BMS:** 21/12/2023 to 06/01/2024

### What happens if I want to return my assets during the closure?

Please avoid returning assets during depot closure times.

Assets should be returned to depots only prior-to or post the respective closure dates of each depot. Assets that are returned prior to these dates, but are not processed prior to closure, will be processed by our depots reopening and will still apply the original receipt date to calculate any owed rental credits to customers for returned assets.

Please note that some customers may receive larger-than-usual credit notes due to impact of closure times on overall processing times.

### What is the last day I can organize a collection?

- ▶ **APCD:** For **Metro collection** (50 km within the CBD) will be 21/12/2023. **Regional collections** (50 km away from CBD) to be booked with APCD 7 days before 21/12/2023
- ▶ **Iron Mountain:** Last day for both regional and metro collection is 19/12/2023
- ▶ **BMS:** 20/12/2023
- ▶ **Renew IT:** Renew IT will only be closed during weekends and public holidays.

### **What is the last day I can return assets prior to depot closure?**

- ▶ **APCD** - 21/12/2023
- ▶ **Iron Mountain**: 19/12/2023
- ▶ **Renew IT**- Renew IT will only be closed during weekends and public holidays.
- ▶ **BMS** - 20/12/2023

### **Will there be delays in processing when the depot partners reopen in the new year?**

There may be longer than normal processing times for returned assets when depots reopen in 2024 due to possible backlogs.

CHG-MERIDIAN ANZ will communicate any impacts to processing times via our online portal, [TheAssetAdvantage®](#).

Thank you in advance for your patience.

### **Can I still complete other end-of-lease activities during the Christmas/New Year Period?**

Yes, standard purchase and extension requests can still be completed via [TheAssetAdvantage®](#) at any time.

### **What dates are CHG-MERIDIAN ANZ closed during the end of year period?**

CHG-MERIDIAN ANZ will only be closed during weekends and public holidays.

### **Who can I contact for more information?**

For more information, please contact our team at [assetmanagement@chg-meridian.com](mailto:assetmanagement@chg-meridian.com).