



Bulk Packaging Policy for PC Systems

Revision	Date	Change Description	Created by	Reviewed by	Approved by
01	October 29th, 2020	First issue	Ali K.	Roch B.	Roch B.
02	February 29 th , 2022	Second issue	Behdad M.	Ali K.	Ali K.
03	April 12 th , 2022	Bulk packaging	Behdad M.	Ali K.	Ali K.

Contents

- 1. ABOUT THIS POLICY 3
- 2. SCOPE..... 3
- 3. DEFINITIONS..... 3
- 4. RESPONSIBILITIES..... 3
- 5. PROGRAM CONDITIONS..... 4
- Appendix I 5

1. ABOUT THIS POLICY

The purpose of this procedure is to describe the bulk packaging policy for PC Systems by presenting the various processes and instructions. The WEEE Directive aims to reduce the waste arising from electrical and electronic equipment and improve the environmental performance of all those involved in the life cycle of electrical and electronic equipment.

2. SCOPE

This procedure is to help customers make a better decision as to what means of packaging, they would prefer for the PC systems they are purchasing. Ciara Technologies offers both individual packaging and bulk packaging methods for all PC systems purchased from Ciara. The customer will be informed of this program at the time of the contract review.

3. DEFINITIONS

- a) Throughout this document, Ciara shall be identified as the Company.
- b) Ciara as a company caters only to businesses.
- c) Packaging: A process by which the systems are prepared for shipment to the customer by inserting the systems in individual packaging or bulk packaging.
- d) Acronyms

WEEE: Waste from Electrical and Electronic Equipment

PC: Personal Computer

4. RESPONSIBILITIES

The Sales department is responsible for updating this procedure.

5. PROGRAM CONDITIONS:

5.1 All PC systems offered by Ciara are eligible for either individual packaging or bulk packaging. At the time of review of the contract, the customer will be advised that he can select bulk packaging as the primary means of packaging if the required quantity is twenty-four (24) systems or more. If the quantity required is less than twenty-four (24) systems, individual packaging will apply. If the quantity exceeds twenty-four (24) systems, then the primary means of packaging offered will be bulk packaging. There is no difference in cost between individual and bulk packaging. The customer will always have the last word in deciding which means of transport he wants to select.

5.2 The bulk packaging order fulfillment process is according to the following steps:

- i. The institutional purchaser may contact an account manager directly or an account manager may make initial contact with a customer or visit [CIARA Extranet \(ciaratech.com\)](http://CIARA.Extranet(ciaratech.com)) to select the product model and other desired components. This initial contact may have arisen from any number of situations (i.e.: direct contact from the account manager, website, marketing materials, RFP, trade show, or reference from another customer)
- ii. During this communication, the institutional purchaser will be made aware of and encouraged to use bulk packaging options (when possible) for the product models and any external components such as the keyboards and mice. During this discussion, an account manager will clarify the purchaser's delivery requirements and any limitations in terms of quantity and the packaging dimensions
- iii. Ciara's sales team provides the customer with an official quote indicating the required type of integration, packaging, and shipping to be provided.
- iv. Institutional purchaser reviews and accepts the quote.
- v. The purchaser issues a PO to Ciara (referencing the quote provided).
- vi. Ciara reviews the bulk packaging information or specification.
- vii. The assembly and packaging team of Ciara ensures the customer's requirement for the bulk packaging including the PCs and their external components is fulfilled.

Ciara's packaging is made of 100% recycled content and is 100% recyclable. Ciara will retake upon request any packaging material whether it is individual or bulk packaging. For further information on this program, please communicate with the customer service by clicking on <https://ciaratech.com/contact/>

- a) Program Description: The PC Systems Packaging Policy applies all over the world
- b) Program scope: applicable to all clients including Government, Education, and Institutional purchasers
- c) Program charge: Free of charge
- d) Ciara provides free retakes of packaging materials upon request
- e) Eligible Purchase Volume: No restriction other than a minimum of twenty-four (24) systems required for bulk packaging
- f) Shipping fees: included in the pricing of the PC system



February 29th, 2022

Attention: To whom this may concern

Object: Ciara Bulk packaging policy

Ciara hereby officially confirms that it offers bulk packaging as a primary means of packaging to all customers who want to order a minimum quantity of twenty-four (24) systems or more. Ciara is the manufacturer of the systems. Ciara is responsible for packaging the systems per the method of packaging chosen by the customer at time of review of contract. If the customer has chosen bulk packaging, the systems will be inserted in the bulk package box one by one as soon as they are ready to ship. If the customer has chosen individual packaging, the systems will be packed one by one in individual boxes. There is no difference in cost between bulk packaging and individual packaging. The customer has the last say as to what means of packaging, he is willing to use. Ciara is responsible also for shipping the systems to their destination.

Additionally, Ciara is confirming that Bulk Packaging does not mean that we are repackaging from a single unit packaging. Ciara either uses the bulk packaging method or the individual packaging method according to what was decided by the client at time of review of contract.

Regards.

A handwritten signature in black ink, appearing to read 'Ali', is positioned above the printed name.

Ali Khosroshahi
Senior QA and sustainability
Manager
Ciara Technology
9300 Trans Canada Highway
Montreal, Que.
Canada H4S 1K5
Tel: 514-707-2236
Email: akhosroshahi@hypertech.com