

Reverse Logistics Partner Checklist

Four relationship types. One deciding question each. One call this quarter.

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PICK ONE. Match it to your biggest pile of declined devices, then ask the deciding question on the first call.

1. Buyback feed

this one ☐

Working or lightly damaged devices the customer is replacing anyway.

Deciding question: Does the partner pay by grade with a published grading sheet?

First call: Ask for the grading sheet and current prices for five models you see every week.

2. Refurbished supply

this one ☐

Refurbished devices or harvested parts you buy back in.

Deciding question: Does it cut your true parts cost, or just the invoice?

First call: Ask for their failure or return rate by part category, in writing, and what the warranty covers.

3. Certified data sanitization

this one ☐

Wipe or destroy to a documented standard, with a certificate.

Deciding question: What certification does the client require, and who signs the certificate?

First call: Ask one business customer what their IT or compliance policy says about device disposal.

4. Collection partner

this one ☐

Devices with no reuse path, plus the batteries and screens.

Deciding question: Who takes the batteries and screens, and is it free to you?

First call: Ask what they accept, what they will not, and what happens to a device after it leaves your shop.

Three questions to ask any partner

1. Do you have a published grading sheet or acceptance list? _____
2. Who pays shipping, and who owns the device while it is in transit? _____
3. What certificate or record do I receive, and who signs it? _____

THE ONE CALL I WILL MAKE THIS QUARTER

Partner: _____ Relationship type: _____

Date of first call: _____ Their answer to the deciding question: _____