

Trade-In Instructions

END-USERS

1. Contact your reseller or see a list of ATEN's partners [here](#) with details on what you would like to trade in and the details of your new purchase.
2. Register [here](#) to submit the requested details. This information will allow ATEN to provide the selected reseller with a trade-in value. Then return your authorization SPA Number.
3. Your selected reseller will provide you with an ATEN trade-in SPA Number once the form is reviewed and approved by ATEN.
4. ATEN will discount the new equipment by the determined trade-in value. The reseller will pass on this discount to your company.
5. ATEN will arrange to collect your old equipment(s) within 30 days of receiving your SPA form. If products are not returned, you will be invoiced for the amount of the discount.

RESELLERS

1. When you receive the trade-in product details from your end-user, please complete the trade-in request form [here](http://www.aten.com/gb/en/tradein) that you can obtain from visiting <http://www.aten.com/gb/en/tradein>.
2. ATEN will validate the request and return the SPA form and trade-in value to you so that you may place the order.
3. Send your end-user customer the SPA form to ensure that the trade-in products are returned to ATEN within 30 days.

This advanced trade-in discount will be credited to the reseller's invoice.
The reseller in turn will deduct this amount from the end-user invoice.

For more details on the trade-in program, contact 01753 539121 or marketing@aten.co.uk