



MEET
OUR BLUE
GLOVE TEAM

MEET THE BLUE CREW

The Blue Glove Team That Does the Heavy Lifting So You Don't Have To

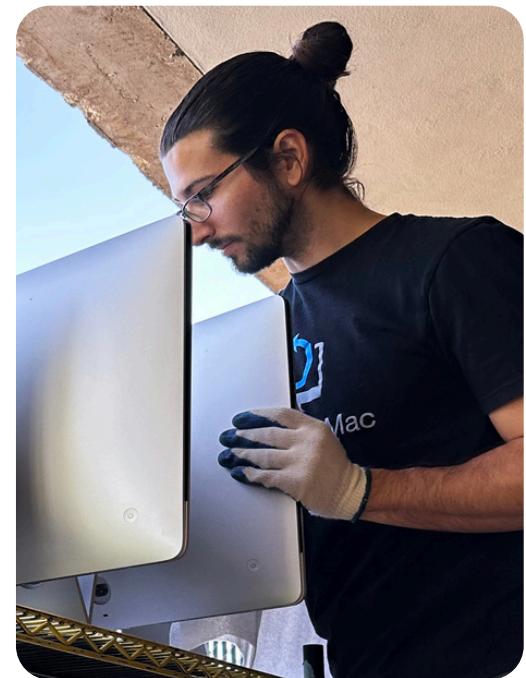
You finally got approval for that device refresh. Great news, right?

Then comes the email from ABC buyback company: "Great! Just pack everything up, print these shipping labels, coordinate with your loading dock, and get it all on a pallet by Monday."

Now you're spending your weekend hunting down boxes and bubble wrap. Your team that should be prepping new devices is instead playing Tetris with 500 iPads and a roll of packing tape that keeps sticking to itself.

Monday morning, those boxes are sitting on a loading dock somewhere, handed off to a shipping company driver who's never seen an iPad before and has 47 other stops today and needs to jam as many boxes into his truck.

There's a better way. A *refreshingly simple* way.



The Blue Glove Difference: We Do the Heavy Lifting

Once our Blue Glove team loads up, those devices go straight to our facility in Skokie, Illinois.

Not to:

- A third-party warehouse
- An overseas processing center
- Some mystery location where you hope they'll eventually turn up

Instead:

- Straight to our facility
- Straight to our in-house team
- Straight to processing

Why does this matter?

Because you've probably heard the horror stories:

- The district that shipped 300 devices that sat in a third-party warehouse for six weeks before anyone even looked at them
- The healthcare system that sent iPads containing patient data to a buyback company that outsourced data wiping to a contractor overseas
- The business that never got paid because their devices "got lost" somewhere in the supply chain

When you use our complimentary Blue Glove service, your devices never leave our sight.

From pickup to processing to payment, it's all us:

- No handoffs
- No nebulous process
- No crossed fingers



Three Things Worth More Than You Think



1

Your Time Is Worth Something

Let's do some math. If packing devices takes your IT team 20 hours, and their time is worth \$50/hour, that's \$1,000 in labor. For what? Putting things in boxes?

That same team could be deploying new devices, solving actual problems, or planning your next technology upgrade. Blue Glove service isn't an added cost—it's a better investment.

Your Devices Are Worth Protecting

These aren't just old iPads. They're the funding for your next refresh. Damaged devices mean lower values. Lost devices mean no value at all.

Our Blue Glove team knows how to pack Apple devices. They know which models need extra protection. They know how to stack boxes so nothing shifts during transport. They know what they're doing because it's literally their job. Our Glue Glove team has a combined tenure of over 30 years, all working to create a successful refresh for you.

2

Your Data Is Worth Safeguarding

Whether it's student records under FERPA, patient information under HIPAA, or your company's proprietary data, the moment those devices leave your building matters.

3

With Blue Glove service, your devices stay under Second Life Mac supervision from your doorstep to our data-wiping stations. No third-party shipping companies opening boxes. No overseas processing facilities you can't audit. No wondering where your data ended up.

Every device gets NIST 800-88 compliant data erasure by our in-house team in our Illinois facility. You get documentation. You get peace of mind.

What Happens After Pickup: The Part Nobody Else Talks About

Most buyback companies focus on the initial quote and worry about details later. We focus on the entire experience—especially the parts that happen after your devices leave your building.

When your devices arrive at our Skokie facility:

- **Straight to receiving** — no waiting in line behind other shipments
- **Immediate inspection** — our team inspects, tests, and grades each device using standards we've refined over millions of units
- **In-house data wiping** — NIST 800-88 compliant with full documentation

- **Quick processing** — moves fast because we're not coordinating with third-party contractors
- **Transparent reporting** — you get clear updates throughout with help from our Client Success team—no murky periods where you're left hoping
- **On-schedule payment** — happens within 90 days because we control the entire process

This isn't revolutionary. It's just the right way to do things. But in an industry where competitors cut corners, outsource critical work, and leave you guessing, doing things right stands out.

The Small Print That Actually Matters

Blue Glove service comes standard with qualifying buybacks.

Not as an upsell. Not as a premium tier. **Standard.**

For smaller quantity shipments where on-site pickup doesn't make sense:

- We provide secure packaging and prepaid labels
- Pack on your schedule
- Devices still come straight to our Illinois facility for immediate processing

We include this service because we believe it's the right way to handle device transitions. It protects your time, your devices, and your data.

And it's one of many ways we're different from competitors who promise low prices, then make you do all the work.



Bigger Than Buyback

Blue Glove service isn't just about pickup. It represents how we approach everything.

We don't:

- Cut corners
- Outsource critical work
- Make promises we can't keep
- Leave you wondering what's happening with your devices

We do:

- Handle everything with our people
- Process in our facility
- Focus on your success as the goal

We built our entire operation around one idea: **organizations deserve better than the typical buyback experience.** Better service. Better communication. Better results.

That starts with our Blue Glove team and continues through every step—all handled by our people, in our facility, with your success as the goal.

Ready for Something Refreshingly Simple?

Contact Second Life Mac to discuss your upcoming refresh. We'll walk you through exactly how Blue Glove service works, answer your questions about in-house processing, and show you what professional device buyback actually looks like.

Because let's be honest, you have better things to do than pack boxes and hope for the best.

