Request reference:

Service request & ownership declaration

Enquire online or using the PDF form. Your enquiry is non-binding. Ship only after order confirmation and once the payment terms have been met.
* Required fields. Company and phone are required only for business enquiries. Describe any existing damage. For “Different devices”: at least 2 devices and model and quantity details on page 2.

Contact information

Customer type *

◯ Business ◯ Private customer

Name / contact person *

Company (if applicable)

Email *

Phone

Street & number *

Postal code *

City *

Country

Germany

Device information ☐ Different devices

Model *

Quantity *

Price group *

MTM (4 / 10 characters)

Serial number (8 characters) *

Lock type *

Supervisor password

Functional condition *

Functioning and powers on

Have any repairs already been attempted? *

◯ No ◯ Yes

Any known existing damage? *

Condition not fully known

What are you sending? *

◯ Complete device ◯ Detached mainboard

Briefly describe existing damage and previous repair attempts on page 2. Check that untested devices and mainboards power on before shipping. Assessment or handling charges may apply if they do not.

Model example: Lenovo ThinkPad T14 Gen 6 (Intel), Ultra 5 225U; MTM 21QC0037MH (short identifier 21QC). Find your own serial number on the device label or in the system information.

Shipping address for your device

DG Consulting
Deniz Görkey
Buttstraße 50
Post ID: 49132105
22767 Hamburg
Germany

Ship only after our order confirmation and confirmation of payment. Businesses follow the agreed shipping authorisation. Cushion the device securely and protect mainboards against ESD. Include the completed form and a prepaid return label.

Additional devices and notes

Existing damage details

Please report all known damage and issues beyond normal wear and tear or age-related signs of use.

Additional devices and notes

Shipping & service information

Service scope

Removal of the confirmed UEFI / BIOS lock (SVP or Certificate-Based BIOS Authentication) on a ThinkPad or detached mainboard. The device or board must function and power on; non-starting devices cannot be serviced. Windows passwords, BitLocker, drive locks, MDM / Intune and Absolute are excluded. Data recovery is not included.

Payment & No Fix / No Fee

Private customers pay upfront by PayPal or bank transfer after order and price confirmation and ship only after payment is confirmed. Business terms depend on order size and are agreed in advance. If unlocking fails, we refund unlocking fees within 14 days. Shipping and separately agreed additional services are excluded.

Shipping

You arrange and pay for shipping both ways, package securely and check both shipping addresses. Include a prepaid DHL/Hermes return label; agree other carriers beforehand. Include the battery with notebooks and protect mainboards against ESD. Do not send the power adapter. Safely remove the SSD where possible and keep any removable covers or heat shields belonging to it. Leave any parts you are unsure about fitted and ask us.

Processing

Standard processing takes 2 – 4 working days after arrival. Larger orders can be processed in agreed batches. If required, we completely reset or update the UEFI / BIOS. Protective films may need to be partly removed or cut. We agree any required epoxy removal at contact points and extra charges beforehand. Visible traces are possible. We decline work if the damage risk is too high, before shipping wherever we can identify that risk.

Settings & existing damage

Settings may need reconfiguration after a reset or update. Back up data and required recovery information, especially the BitLocker key, even if the SSD is removed. Without it, encrypted data may become inaccessible after firmware changes. Do not send recovery keys. Report known damage and issues beyond normal wear or age-related signs of use, and previous repair attempts. We cannot give a blanket assurance about the manufacturer warranty; statutory rights remain unaffected.

Privacy

Contact and device details are used to handle the enquiry and order. Accessing personal content on storage devices is not part of the service. Remove drives where possible. Please read the website privacy information for details about the controller, data processing and your rights.

For bulk orders

Only send functioning devices or mainboards that power on. If a batch within a bulk order contains a high number of non-starting boards that cannot therefore be unlocked, we reserve the right to charge €25 excluding VAT (€29.75 including 19% VAT) per affected board for assessment and handling. We discuss individual fee exceptions with you personally.

Later management changes

Removal of the agreed SVP or CBA is permanent. A new lock subsequently deployed by a tenant, domain or other management authority is a separate event; removing it is outside the original service.

Declarations

Ship only after order confirmation and fulfilment of the payment terms. Enclose the signed form and prepaid return label.

☐ I am authorised to commission this service and confirm the service scope and the accuracy of my information. *

I am the legal owner of the device or duly authorised to request this service.
I confirm that my enquiry concerns removal of the specified UEFI password lock (supervisor password) or Certificate-Based BIOS Authentication. Other locks are outside the scope of this service.
I have accurately described functionality, power-on condition and all known damage and issues beyond normal wear and tear or age-related signs of use. I have also reported previous repair attempts. I will report any further such damage or issues before shipping.

☐ I undertake to meet the described data-backup and shipping requirements before sending the device. *

I undertake to back up the data I need or remove the drive before shipping. If I intend to reuse encrypted drives, I will store the associated recovery information, particularly the BitLocker recovery key, outside the device and check that I can access it. If I cannot do this, I will discuss it with you before shipping.
Changes to UEFI / BIOS or the TPM may cause BitLocker to request the recovery key. The client is responsible for backing up the recovery information and ensuring it remains accessible. Recovering lost keys and decrypting data are outside our service. Without the correct recovery information, access to encrypted data may be permanently lost.
I undertake to pay for shipping both ways, pack the device securely for transport and include a prepaid return label. I will check that the addresses on both shipping labels are correct.

☐ I agree to the described work on the device and UEFI / BIOS changes required for unlocking. *

I agree to the necessary opening of the device and partial removal or cutting of protective films. I also agree that any epoxy resin at the contact points required for unlocking may be professionally removed if necessary. Additional work and charges are agreed beforehand. Visible traces are possible; work may be declined if the risk is too high.
Opening the device may damage case clips and retaining tabs, particularly if they are fragile or already damaged. Protective films may also be damaged when removal is necessary. We carry out this work professionally and carefully.
I agree to a complete UEFI / BIOS reset and a UEFI / BIOS update where required for the service. Settings may then need to be configured again; unchanged settings are not guaranteed.

☐ I have read the privacy information and checked that my details are correct. *

☐ For multiple devices: I have read and understood and agree: if a batch within a bulk order contains a high number of non-starting boards that cannot therefore be unlocked, an assessment and handling fee of €25 excluding VAT (€29.75 including 19% VAT) per affected board may apply. Individual exceptions are discussed personally.

Work starts after order confirmation, device arrival and fulfilment of the payment terms. Online declarations are confirmed in this form; a signature is only required when using the PDF form. Your statutory rights remain unaffected.

Place, date / signature