

# QH8 Asset Passport

## Seller & Buyer Evidence Protocols

Shipment, return, and dispute-readiness instructions for phones, notebooks, graphics cards, tablets, cameras, smartwatches, and other high-value electronics.

**Purpose.** QH8 creates a structured, tamper-evident evidence record that helps sellers, buyers, marketplaces, carriers, and reviewers understand what was shipped, when it was shipped, what came back, and whether the return matches the original outbound record.

**Core principle.** QH8 does not replace carriers, marketplaces, banks, insurers, law enforcement, or legal review. It adds a clean evidence layer that can support a fair review.



### System Disclaimer

QH8 Asset Passport is an independent data-verification and evidence-ledger system. It does not guarantee chargeback, refund, carrier, bank, legal, insurance, or marketplace outcomes. Final decisions remain subject to third-party rules, reviewer standards, and the specific facts of each case.

## Part 1 - Seller Protocol: Maximum Shipment Defensibility

For sellers, refurbishers, repair shops, electronics merchants, warehouse operators, and return-processing teams. The objective is to create a sealed outbound record before shipment, attach a QH8 verification label, and compare any return against the original record before issuing a refund.

### A. Confirm the item before passport creation

- **Phones:** model, IMEI/serial, activation lock, device management, blacklist status, battery health, screen/parts status, diagnostics, accessories if relevant.
- **Notebooks, graphics cards, tablets, cameras:** serial, model, part number, condition grade, visible damage, accessory status, and available functional test result.
- **Do not guess.** Record only data that was checked, scanned, tested, or verified.

### B. Create the outbound passport

1. **Select asset category** - Phone, Notebook, graphics card, Tablet, Camera, Smartwatch, or other high-value asset.
2. **Scan/enter device identity** - IMEI, serial, or strongest available identifier.
3. **Scan/enter tracking** - capture the carrier tracking number exactly.
4. **Record package weight** - weigh the sealed package in grams.
5. **Create passport** - seal the record with UTC timestamp and verification link.
6. **Print/apply label** - place QH8 QR label near the carrier label.

### C. Packing practice

- Use a clean, structurally sound box or mailer with proper internal protection.
- Use tamper-evident tape when available.
- Keep carrier label and QH8 QR label visible and scannable.
- Do not cover the QR code with tape that distorts scanning.
- Do not reuse boxes with unrelated labels unless old labels are removed or covered.

### D. UTC timestamp as CCTV anchor

- QH8 does not require manual photos for every shipment.
- The QH8 UTC timestamp can be used later to locate packing-station footage if a dispute requires visual evidence.
- Keep cameras pointed at the packing/scale area when possible.
- Store footage long enough to cover the normal return and dispute window.

## Return Shield Intake & Seller Evidence Packet

### Before issuing a refund, run Return Shield

If the item is returned, do not issue a refund before intake verification. Record the returned package weight first, then inspect identity and condition against the sealed outbound passport.

1 Scan Passport ID	2 Scan Return Tracking	3 Weigh Sealed Return	4 Compare Weight	5 Inspect Identity	6 Generate Evidence
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### Mismatch patterns QH8 helps document

- Empty-box return or missing item.
- Different device returned; IMEI/serial mismatch.
- Weight mismatch or weight-matched substitution.
- Device returned locked, blacklisted, damaged, or with changed parts.
- graphics card or notebook component substitution.
- Missing accessories, package tampering, or return tracking mismatch.

### Seller evidence checklist

- QH8 Passport ID and QR verification link
- Outbound and return tracking numbers
- Outbound and returned package weights
- Weight delta, if any
- Device serial / IMEI / asset ID
- Return identity result and mismatch summary
- QH8 Dispute Evidence PDF
- Carrier confirmation records
- Optional CCTV timestamp reference

### Seller compliance guardrails

- Do not ship high-value items without recording asset identity.
- Do not rely only on carrier delivery confirmation.
- Do not issue refunds before weighing and inspecting returns.
- Do not overwrite or delete QH8 records during the dispute window.
- Do not claim QH8 proves buyer fraud 100%.
- Do not enter unverified diagnostic data.

### Recommended seller dispute wording

*Attached is the QH8 Asset Passport and Return Shield evidence record. The outbound shipment was recorded before dispatch with device identity, tracking number, package weight, UTC timestamp, and QR verification. The returned package was processed through return intake and compared against the sealed outbound record. The returned item/package does not match the original outbound record based on the mismatch details shown in the attached evidence report.*

## Part 2 - Buyer Protocol: Defensible Receiving Practice

For buyers receiving phones, notebooks, graphics cards, tablets, cameras, smartwatches, or other high-value electronics protected by QH8 Asset Passport. The objective is to verify the shipment and preserve evidence if something is wrong.

### Buyer receiving workflow

- 1. Inspect package before opening** - check QH8 QR label, carrier label, box damage, resealing marks, cut tape, wet/crushed/torn areas. If damaged, take photos before breaking the seal.
- 2. Scan the QH8 QR label** - open the live verification ledger and check Passport ID, category, weight baseline, tracking reference, timestamp, and visible identity fields.
- 3. Record unboxing when appropriate** - for high-value items, start recording before opening and keep carrier/QH8 labels in frame.
- 4. Verify the item** - match model, serial/IMEI, physical condition, included accessories, and basic function against the QH8 record and order details.
- 5. If altered or wrong** - do not discard packaging; preserve box, tape, labels, filler material, item, accessories, photos/video, and QH8 Passport ID.

# Buyer Evidence Packet & Shared Evidence Principles

## Hardware-specific buyer checks

- **Phones:** model, IMEI/serial, activation state, power status, condition.
- **Notebooks:** model, serial, damage, charger, power-on, RAM/storage where relevant.
- **graphics cards:** model, serial, fan and connector condition, visible damage.
- **Other electronics:** serial, model, condition, accessories, functional status.

## Buyer evidence checklist

- QH8 Passport ID
- Package exterior, carrier label, and QH8 label photos
- Uninterrupted unboxing video, if available
- Photo of item received and serial / IMEI / model
- Description of the issue
- Carrier tracking and delivery date/time
- Marketplace order ID and seller messages

## Buyer guardrails

- Keep the box and QH8 label.
- Report wrong, damaged, or altered packages quickly.
- If tampering is suspected, record before opening.
- Avoid vague claims without photos, video, or QH8 ID.
- Document before altering item or packaging.

## Recommended buyer claim wording

*I received a package with a QH8 Asset Passport label and scanned the QR verification record. The item received does not match the expected condition or contents. I preserved the packaging, carrier label, QH8 label, and intake evidence. Photos/video and the QH8 Passport ID are attached for review.*

## Shared evidence principles

- The seller should document what was shipped.
- The buyer should document what was received.
- The return desk should document what came back.
- The QH8 record should connect shipment, return, and dispute evidence into one reviewable chain.

**Best dispute story:** what was shipped, when it was shipped, how it was identified, what the package weighed, what came back, and why the return does or does not match the original outbound record.

## Final Corporate Disclaimer

QH8 Asset Passport is an independent data-verification and evidence-ledger system. QH8 does not guarantee financial, legal, marketplace, chargeback, refund, carrier, insurance, or dispute outcomes. Final decisions remain subject to the rules, standards, procedures, and discretion of third-party marketplaces, payment processors, banks, carriers, insurers, arbitration teams, or legal authorities.

QH8 evidence should be used as part of a complete dispute file together with carrier records, order records, seller records, buyer intake evidence, and any available visual documentation.

## Operational links

**App / Verification:** [passport.qh8technologies.com](https://passport.qh8technologies.com) | **Product Page:** [qh8technologies.com/asset-passport](https://qh8technologies.com/asset-passport)