



RETURN MERCHANDISE AUTHORISATION (RMA) PROCEDURE

Note:

- No products shall be returned to Ingram Micro without an RMA number.
- An RMA form must be completed in full and faxed to 1300 65 38 88 for approval for an RMA number. The time frame for an approval number is 2 hours.

1. Stock Returns for Credit

- 1.1 For products incorrectly shipped by Ingram Micro being double shipments, unordered products or wrong part number quoted, Ingram Micro will only accept the return strictly **within 7 days** from invoice date.
- 1.2 For products incorrectly ordered or for products that are no longer required by the customer, Ingram Micro will only accept the return strictly **within 7 days** from invoice date. Returned products can only be credited at the value equivalent to the **current market value** of the product.
- 1.3 Products to be returned must have an RMA number clearly visible on the outside of the package, and the product must be unopened and in a resaleable condition acceptable by Ingram Micro.
- 1.4 Products must be returned within 3 working days once an RMA number has been allocated.
- 1.5 Products that fail the above conditions will not be accepted and will be returned to the sender immediately at the sender's expense.
- 1.6 All returns are subject to a 10% re-stocking fee at the discretion of Ingram Micro.

2. Warranty Returns

- 2.1 All defective returns will not be accepted without an RMA number from Ingram.
- 2.2 To qualify for an RMA number an invoice number **MUST** be provided.
- 2.3 All products returned **MUST** be clearly labelled with an RMA number on the outside of the carton and a detailed fault description attached.
- 2.4 Ingram Micro will firstly diagnose all returned products before replacement goods are despatched.
- 2.5 A charge of 10%, based on the invoiced amount, will apply to any returned products that are tested and found not faulty (based on manufacturer's specifications).
- 2.6 Ingram will honour manufacturer warranty periods beginning from Ingram's invoice date.
- 2.7 Products that are found deliberately damaged by customer or altered in any way will void warranty and products will be returned to the customer at the customer's expense.
- 2.8 All defective products must be properly packed when returned (ie. anti-static bag and sufficient foam must be used). Ingram Micro will reject any returns that have sustained physical damage due to poor packaging or handling, that will as a result void the warranty. Rejected products will be returned to the sender at the sender's expense.
- 2.9 If Ingram Micro cannot provide a replacement for a faulty product, then a credit note will be issued to the value equivalent to the current market value.
- 2.10 DOA claims must be made within 14 days from date of invoice.
- 2.11 It is the customer's responsibility to return defective products to Ingram Micro. This is irrespective of the product being classified as a DOA return. Ingram Micro is responsible for the return of replacement to the customer at Ingram Micro's expense.

NB: Ingram Micro Australia reserves the right to make changes to this policy. "1st October 2001"