

RETURN REQUEST FACSIMILE FORM

PLEASE RETURN PRODUCTS BACK TO OUR:

Sydney Office 85 Egerton Street Silverwater NSW 2128

INGRAM MICRO

> Melbourne Office 2 Anzed Court Mulgrave VIC 3170

Perth Office 15 Pearson Way Osborne Park WA 6017

Tel: 1300 65 33 33

Fax: 1300 65 38 88

Account Number	Request Date
Company Name	Telephone #
Contact Name	Fax #
Address	Postcode

Type of Return DOA / Repair. Cancellation / Wrong Sales (Within 7 Days)

IMA Sku No.	Qty	Model / Part Number	Serial No.	Fault Description / Reason Of Return	Invoice No.

PLEASE FAX COMPLETED FORM BACK TO INGRAM MICRO ON THE ABOVE FAX NUMBER TO OBTAIN AN **RMA NUMBER**

RMA # :

"All Returns Must Have RMA Number Clearly Labelled On The Outside Of The Carton, Otherwise Goods Will Be Returned To Sender"

RMA return Term & Condition

No items shall be returned to IM without an RMA number. RMA numbers are obtained through the Call Centre.

RMA form must be completed in full and faxed to call centre for approval.

All defective returns must have supporting documents showing proof of purchase from IM or a relevant IM invoice number. 3

4 All defective goods must be properly packed when returned (i.e. anti-static bag, foam).

IM will reject any return goods that have sustained physical damage due to poor packaging or handling and thus warranty will be void on these products. 5

6 If an item is returned to IM as faulty but no fault is found after testing, then the customer is responsible for all freight and handling charges incurred and a service fee may also apply.

7. If customers return goods to IM for the reason of cancellation, goods MUST be in original re-sellable condition. IM cannot accept cancelled orders in non-sellable condition.

For cancellation of orders (within 7 days), credit notes will reflect the price shown on the customer's purchase invoice. 10% Restocking fee will be applicable 8

If IM cannot provide a replacement for faulty product within 45 days from the date of receipt, then a credit note will be issued equivalent to current market value. 9 10

RMA number are only valid for 30 days from date of issue for defective products. 11

For any cancellation or wrong sales, goods must be returned within <u>3 working days</u> after allocation of RMA number, otherwise goods will be rejected. 12. There will be a handling fee of \$15.00 + GST for Hard Disk Drive that wasn't distributed by Ingram Micro.

Term & Condition are subjected to change without notice.

I understand and accept the conditions of return:



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"