

## Return Procedure- General Return

- **PURPOSE**

To maintain and establish a uniform system to investigate and action any general returns for incorrect orders shipped, duplicated order shipments, other returns only when approved by Alloys.

The aim is to credit the customer after Return Material Authority (RMA) form approval has been granted, goods picked up and received confirming stock has been correctly returned at Alloys Warehouse in a Pristine Condition.

- **PROCEDURES**

The reseller upon finding the delivered goods is errors made by Alloys, use RMA application form; this return application needs to be applied within a 2 weeks from date of delivery of goods, using the Alloys RMA application form. This is located on the Alloys website.

The Customer must complete the request for RMA Form and fax form to the Alloys Returns **Fax No. 03 9415 8899**, clearly identifying on RMA form why new stock is being returned. If Customer has any questions regarding RMA please call 03 9411 1800. Customer must supply:

- Account CODE
- Invoice Number
- Product Code
- Quantity of the product(s) that needs to be returned
- Serial number for each product that needs to be returned
- Reason for the return

The approved request for RMA Form is faxed back to the retailer, and processed as normal.

Returned **NEW** goods must be in original pristine condition box, **no labels** placed on product picture box and unopened packaging. Damage 'subject to checking with Transport Company on pick up' if **damaged by customer, the customer will incur a 15% restocking fee or even have stock sent back to store.**

- **Other Returns:**

Generally, it is not Alloys policy to accept stock returns, however where a return is approved by Alloys, a **Return Authorisation number will be required** before shipment of the goods. Any goods shipped without an RMA number will not be accepted.

All non warranty returns will incur a handling fee of 15% on the value of the goods when stock is returned by a reseller.

## Return Procedure- Faulty Products

- **Dead on Arrival Products**

For the purposes of this policy, DOA is defined as any new product found to be defective, i.e. experiencing faulty parts or workmanship and **not** an end user error, within 14 days of the end user's date of purchase.

The Customer must, upon finding the product defective within 14 days of the purchase date, repack the product and returns to Alloys. Goods must be in pristine condition with all accessories enclosed.

The following companies require their goods to be returned or warranted through their own process. Please see their websites for further details:

Fuji Xerox Printers  
Konica Minolta  
Kyocera Mita  
OKI

End user proof of purchase must be attached with documentation for return.

- **Warranty Products**

A 'Warranty' product is a faulty product that failed within the warranty period. The warranty period for each Product will vary based on vendor policies.

- **Faulty Products**

A 'faulty' product is a Product returned by the customer to ALLOYS or vendor that failed to operate in accordance with its functional specifications.

- **Returns Procedure**

- a. Not all faulty returns are handled by ALLOYS.
- b. Customer must supply:
  - Account CODE
  - Invoice Number
  - Product Code
  - Quantity of the product(s) that needs to be returned
  - Serial number for each product that needs to be returned
  - Fault details for each product that needs to be returned
  - End user's Proof of Purchase for each product that needs to be returned
  - Vendor's pre-authorisation number if applicable
- c. Under vendor's directions, Alloys will issue a credit, replacement or repair for the return of faulty products. Replacement or repair returns may result in delays due to vendor processing lead times and Alloys stock availability.
- d. In the event the Customer fails to advise the end user, the Customer will indemnify ALLOYS for any expenses incurred in servicing any warranty claim relating to the misuse of the product or hard disk failure
- e. Any physical damage incurred on the faulty product due to the misuse of the product will void the warranty and is the Customer's responsibility.
- f. The Customer should provide the correct and exact fault details which Alloys can advise to the Vendor for testing purpose. Any no fault found charges from the Vendor will be at the Customer's expense.

- g. For Bonus products, Alloys will only provide a replacement. If the product is discontinued or obsolete, the warranty will be handled by Alloys on case by case basis.
- h. If Alloys approves an RMA for return under warranty, the Customer is responsible for freight to the Melbourne warehouse. Alloys will be responsible for return freight of the product as soon as it has been exchanged, for replacement or repair returns only.

All faulty products must be returned in pristine condition with all accessories enclosed.

## Return Procedure- No Fault Products

The following provisions will be applicable in respect of the return of products to all Alloys customers.

### No Fault Products

A 'No Fault' product is a Product returned by the Customer to Alloys in circumstances where the return is not due to the fault of Alloys or any fault with the Product.

- **Product sold on a "No Returns Basis"**

- ALLOYS is entitled to supply certain Products on a "No Returns Basis", which means that ALLOYS will not accept returns on No Fault Products.
- The Customer should refer to the ALLOYS product catalogue available online for details of products which are sold on a 'No Returns Basis'.
- Alloys reserve the right to apply the No Returns Basis policy to any promotional or sales product (s) as it deems essential. Alloys will use all reasonable endeavours to ensure such products are clearly advertised and promoted as being sold only on a No Returns Basis.

- **Discontinued Products**

ALLOYS will, under instruction from its vendors, discontinue some products from time to time. Customers' right to return these discontinued products may possibly be constrained.

- **Returns Procedure**

1. Customer must supply:

- Alloys Account Code
- Invoice Number
- Product Code
- Quantity of the product(s) that needs to be returned
- Serial Number for each product that needs to be returned

2. Once the Returns Representative has identified the Product for the return, the Customer will be issued with an RMA number. This number must be used in all correspondence relating to the product.

All products returned for credit must be returned in pristine condition with all accessories enclosed. All inward freight will be the responsibility of the customer. Alloys will not cover the cost of freight on returned products and will not accept responsibility for any damage or loss suffered by the customer.

All non warranty returns will incur a handling fee of **15%** on the value of the goods when stock is returned by a reseller.