



RETURN MATERIAL AUTHORITY PROCEDURES

- **Purpose**

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

The aim is to credit the Customer after the Return Material Authority (RMA found at www.alloys.com.au/forms) form has been approved by Alloys, the goods collected and received by Alloys and that those goods are in a Pristine Condition as confirmed by Alloys.

Return Procedure- General Return

- **General Returns Procedure**

The Reseller upon finding the delivered goods where errors are made by Alloys, is to use the RMA application online form; this return application needs to be applied within a 2 weeks from date of delivery of goods, using the Alloys RMA online application form. This is located on the Alloys website. (www.alloys.com.au/forms)

The Reseller must complete the request for RMA online and clearly identify why new stock is being returned. If the Reseller has any questions regarding RMA please call 03 9411 1800. Reseller 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

If approved a number and return instructions will be emailed to the email address submitted on the RMA Online Form.

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 returned 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 Reseller must, upon finding the product defective within 14 days of the purchase date, repack the product and follow the RMA procedure as stated under 'General Returns Policy'. 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.

- **Faulty Product Returns Procedure**

- a. Not all faulty returns are handled by ALLOYS.
- b. Customer must follow the 'General Returns Procedure and 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.