

Computer and Components Warehouse

Product Return and Warranty Policy

This policy tells you how to return a product to Computer & Components Warehouse (Call CCW). Please note that all products, with the exception of ex-demo, ex-rental, soiled, clearance, second hand, imperfect or damaged, are sold with a manufacturer's warranty, unless otherwise noted.

If you have any questions, please call us on 03 9574 9760 or email us on sales@ccw.com.au.

Returns for Dead on Arrival, Damaged in Transit or Incorrectly Shipped Products

If your product is dead on arrival, damaged in transit or incorrectly shipped, contact your Account Manager or our Warranty Service staff. To expedite your return, we recommend that these products be returned to us within 14 days of purchase. You will be issued with a Return Authorisation Number, in accordance with our Returns Policy.

We will not accept any goods for return which do not have a Return Authorisation Number. Each Return Authorisation Number is only valid for one product and must match the product authorized for return. The Return Authorisation Number is valid for 7 days, so we must receive the returned product into our warehouse within this period.

You will need the following information, most of which will be on your packing slip or invoice before we can issue a Return Authorisation Number:

- Name and contact details of original purchaser
- Invoice number or order number
- Part number of product to be returned
- Item serial number(s)
- Date on packing slip or invoice
- Whether the product box has been opened
- Reason for return

You will need to package and address the product for return. You can return the product to Unit 1, 1 Garden Road Clayton VIC 3168 Australia or we will arrange to pick the product up from you. We will only arrange to collect goods that are **dead on arrival, damaged in transit, incorrectly shipped** and was **free delivery to you**. You will need to keep a copy of the consignment note as proof that the product has been picked up from you, otherwise we may only be able to offer you a replacement product, not a refund.

We will test all products returned this way within 7 working days of receipt into our warehouse. Some products may need to be returned to the manufacturer for testing.

If you return a product as **dead on arrival**, any manufacturer's seal on product you purchased must be not broken. Otherwise, product can not return as **dead on arrival**.

If you return a product because it as **dead on arrival** but we find that the product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you. A bill of processing fee and any freight costs associated with the return will send to you. These bills will be payable within 30 days of receipt of the bill.

If we (or the manufacturer) determine that the product is defective, we will issue a credit for the original purchase price of the product and associated freight costs.

If you receive a product that is **damaged in transit** from us to you, you should:
refuse to accept delivery of the product,
direct the courier to "Return goods to sender" and
notify our Warranty Service staff immediately.

If you have already accepted delivery, and then notice that the product appears to have been **damaged in transit**, you should notify our Warranty Service staff immediately.

If your product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you and you will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If we (or the manufacturer) decide that the product is defective, we will issue a credit for the original purchase price of the product and associated freight costs.

If you receive a product that is **incorrectly shipped** (different to the one you ordered), we will arrange for the product to be collected from you.

If we find that the product was shipped correctly (for example, where you have ordered the wrong product by mistake), it will be returned to you and you will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If the product was **incorrectly shipped**, we will issue a credit for the original purchase price of the product and associated freight costs.

Returns Procedure For All Other Products

For all other returned products you will also need a Return Authorisation Number. Contact us to receive our Return Authorisation Number.

You must make sure that the returned product is suitably packaged in order to prevent damage during return shipping. We will not accept responsibility for goods, which are damaged whilst in transit back to us. Do not write on or attach labels to the product being returned, otherwise the return may not be accepted.

Write the Return Authorisation Number on the **outside** of the shipping carton so it is clearly visible, and address it to the following address:

**Computer & Components Warehouse
Unit 1, 1 Garden Road Clayton 3168 VIC**

A copy of the original packing slip or invoice, or other proof of purchase, must be included with the returned product. If such proof of purchase is not provided, we may only be able to offer a replacement product, and not a refund.

You are responsible for all costs associated with return of the product to us and we will not pay reimburse any associated costs. We recommend that products returned by post be sent by registered certified mail. We accept no responsibility for loss or damage occurring in transit. If a product is not returnable under this policy and/or is not returned to us in the original unopened packaging, it may be returned to you at your cost.

We reserve the right to charge a re-stocking fee for products returned which are not **dead on arrival, damaged in transit** or **incorrectly shipped**.

The re-stocking fee is:

20% of the purchase price if the product is returned within 14 days after purchase.

At the sole discretion of CCW, unopened products may be accepted for return outside of the 14 day purchase period. In these circumstances a restocking fee of 20% will apply.

The re-stocking fee will be deducted from any credit or refund amount offered to you.

We reserve the right to refuse any returns that:

- are incomplete or missing parts; or
- are not returned in their original packaging; or
- show signs of physical damage to the product or its packaging; or
- do not include a valid Return Authorisation Number on the shipping label; or
- have an expired Return Authorisation Number ;or
- have not been returned within 14 days of purchase.

Unopened Product

Except for product sold on a "No Return Basis" we offer a 14-day return policy for product in its original, unopened and undamaged packaging.

You must contact our Warranty Service staff within 14 days of shipping of the product to return a product in this way.

A Return Authorisation Number will be issued for you. You will need to package and address the product for return. We will not pay nor reimburse any costs associated with a customer-initiated return of unopened product. We also reserve the right to charge a re-stocking fee for products returned which are not **dead on arrival, damaged in transit** or **incorrectly shipped**.

For products in their original, unopened and undamaged packaging, a credit will be issued for the original purchase price of the product less:

- any associated freight costs and
- a re-stocking fee of 10% of the purchase price if the product is returned within 14 days after purchase.

At the sole discretion of CCW, unopened products may be accepted for return outside of the 14 day purchase period. In these circumstances a restocking fee of 20% will apply.

The re-stocking fee will be deducted from any credit or refund amount offered to you.

Faulty Product

If you receive a faulty product or the product develops a fault, you may be able to return it as **dead on arrival** or **damaged in transit** if it is within 14 days of purchase. If not, it may be covered by the manufacturer's warranty or our CCW Extended Warranty (if you have purchased one). All faulty product returns with an invoice date of more than 14 days since purchase will be treated as a manufacturer's warranty claim.

Manufacturer's Returns Policy and Manufacturer's Warranty

Please note that all products, with the exception of ex-demo, ex-rental, clearance, second hand, imperfect or damaged products are sold with a manufacturer's warranty, unless otherwise noted.

If product purchased from CCW develops a fault after 14 days from original purchase and is within the manufacturer's warranty period, we recommend that in the first instance, you contact the manufacturer or their authorised service centre or agent for warranty service. Warranty periods and service levels vary by manufacturer and product.

If a manufacturer offers to accept an opened product or return, then we will honour this. The manufacturer will direct you to return the product either to us or the manufacturer, its agent or another service provider.

If the manufacturer directs you to return the product to the manufacturer, agent or a third party, then you should arrange for the product to be returned as directed and otherwise in accordance with the manufacturer's returns policy. The manufacturer will then organize any refund, repair or replacement payable under the policy.

If the manufacturer directs you to return the product to us as the retailer, then you should contact our Warranty Service staff as soon as possible.

You will be issued with a Return Authorisation Number, but you should tell our Warranty Service staff that the goods are being returned under the manufacturer's returns policy. You should also provide any additional information that may be required under the manufacturer's returns policy.

Where possible you will need to package and address the product for return and you will need to arrange or return delivery of the product to us. We must receive the product by the time specified by the manufacturer. Otherwise, the return may not be authorised in some circumstances.

Please note that repair timeframes are subject to each manufacturer's warranty repair service and may vary.

Return of faulty products

Upon receipt of a faulty product, we will return the product to the manufacturer or its authorised service centre or agent for assessment.

If the fault could not have been detected at purchase, and is not due to wear and tear or misuse, we will offer you a repair, replacement or refund, as appropriate.

If the fault does not fit the above criteria and is not covered under the manufacturer's warranty or extended warranty (where applicable), then we will provide you with a quote for the repair costs and ask if you wish to proceed with the repair. If you decide not to proceed with the repair, the manufacturer may charge you an inspection fee.

Once the product is returned to us, we will arrange return delivery of the product to you. For products where the fault does not fit the above criteria and is not covered by the manufacturer's warranty or extended warranty (where applicable), we will require payment of the manufacturer's service charges and any costs associated with processing of the return prior to returning the product to you.

Return of non-faulty products

For non-faulty products which are validly returned under a manufacturer's return policy, a credit will be issued for the original purchase price of product returned less the re-stocking fee (if applicable) and any freight costs associated with the initial delivery to you and the return delivery.

If the product has not been validly returned under a manufacturer's return policy, it will be returned to you and you will be invoiced a processing fee and freight costs associated with the return. These invoiced amounts will be payable by you within 30 days of receipt of invoice.

If you have problems contacting the manufacturer or its authorised service center agent, then please contact our Warranty Service staff so that we can assist you with your warranty claim.

Opened Product

We will not accept any opened product for return unless the product is returnable under this policy, or under a CCW Extended Warranty, a manufacturer's warranty or other contract or law.

Examples of opened products which we accept for return are:

- dead on arrival, damaged in transit or incorrectly shipped** product
- product which develops a fault due to a cause occurring prior to purchase
- product of un-merchantable quality
- product that fails to perform to the manufacturer's specifications
- product that fails to perform as advertised

Software

Unopened software can only be returned for refund as an **unopened product** or **incorrectly shipped** product. Faulty or damaged software can be returned for a refund as a **dead on arrival** or **damaged on transit** product.

However, opened software that is not faulty or damaged will only be accepted for return as an **opened product** (see the examples listed under **Opened Product**). Otherwise, it may be covered by a CCW Extended Warranty or a manufacturer's warranty.

No Return Basis Product

The term **no return basis** means that, unless the product is **dead on arrival, damaged in transit, incorrectly shipped** or otherwise returnable under:

- a CCW Extended Warranty, manufacturer's warranty or other contract or statute, or
- statutory warranty (e.g. if the product is faulty, does not match a description or sample, is unfit or purpose or un-merchantable),

The product will not be accepted for return.

Examples of products sold on a **no return basis** include: -

- Ex-demo products
- Ex-rental products
- clearance products
- Licensed software
- Products with a "Price Markdown" label

Products with a "No Return basis" label
Products specially ordered for a customer
Product listed on the packing slip or invoice as "No Return"
Auction items

Examples of **no return basis** products which we would accept for a return are:

Dead on arrival or damaged in transit product.
Product of un-merchantable quality.
Product that fails to perform to the manufacturer's specifications.
Product that fails to perform as advertised.

Processing Credits / Refunds

We will normally issue a credit note within 7 working days of us receiving the goods returned in accordance with this policy, with the exception of goods that are not obviously faulty and may require testing. The credit note which is issued can then be used as a payment against future purchases or converted to a refund.

Where a product is returned because you believe it is faulty and the fault cannot be observed by our internal testing, the product may need to be tested by the manufacturer. In such cases, the testing process may result in delays of up to 28 days before we can determine whether a credit note will be issued.

We will only issue refunds on request. For your security, all refunds will be made either by cash, cheque, or by applying a credit against the credit card used for the original purchase. The actual method of refund will depend upon the payment method used for the original purchase.

In some circumstances, a replacement product or repair will be offered instead of a full refund. We will consult with you and act in accordance with relevant warranties, other contracts and statutes. If we choose to have a product replaced or repaired, we will do this at our cost and return the product (or its replacement) to you promptly.

Non-Warranty Service and Repairs

All claims for service not covered by any kind of warranty should, in the first instance, be directed to the manufacturer or its authorised service centre or agent.

If the manufacturer directs you to return the product to us, then you must contact our Technical Service staff on 03 9574 9760 Ext. 120.

You will be issued with a Return Authorisation Number, but you will need to specify that the goods are being returned for **non-warranty service or repairs**. You will need to package and address the product and arrange for return delivery of the product to us. We will not pay or reimburse any costs associated with a customer-initiated shipment for **non-warranty service or repairs**.

Upon receipt of the product, we will return the product to the manufacturer or its authorised service centre or agent for repair. The product will be repaired at the sole discretion of the manufacturer. Once the manufacturer has determined a repair cost, we will advise you of the quoted repair costs and ask if you wish to proceed with the repair. If you decide not to proceed with the repair, the manufacturer may charge you an inspection fee.

Once the product is returned to us, we will arrange return delivery of the product to you. We require payment of the manufacturer's service charges and any costs associated with processing of the return prior to returning the product to you.

If you have problems contacting the manufacturer or its authorised service centre or agent, then please contact our Warranty Service staff so that we can assist in getting your product repaired.

Returning a product to our stores

As an alternative, you can personally visit our warehouse during business hours with the product you wish to return and a copy of the packing slip, invoice or other proof of purchase.

If the product is eligible for return, you can then complete a "Goods Warranty or Return" form at the time of returning the product and have a Return Authorisation Number issued. With the exception of unopened products we cannot process the return immediately but our Warranty Service staff will be able to tell you how long our return will take.