



## OZDOC SOLUTIONS PARTNERSHIP RETURNS POLICY January 2011

### 1 UNDERSTANDING OZDOC SOLUTIONS PARTNERSHIP'S RETURNS POLICY

At Ozdoc Solutions Partnership, we are committed to providing our customers with the best products and services.

All products, with the exception of ex-demo, soiled, clearance, second hand, imperfect or damaged products, are sold with a manufacturer's warranty, unless otherwise noted.

### 2 DOA, DAMAGED, MANUFACTURER-APPROVED RETURNS OR INCORRECTLY SHIPPED PRODUCTS

If your product is dead on arrival, damaged in transit, has a manufacturer-approved return authority or is incorrectly shipped, contact our Service Centre team. To expedite your return, the product must be returned to us within 14 days of purchase. You will be issued with a Return Authorisation Number in accordance with our Returns Policy. Ozdoc Solutions Partnership will not accept any product for return which does not have a Return Authorisation Number. Each Return Authorisation Number is only valid for one order and must match the product authorised for return. The Return Authorisation Number is valid for 7 days. 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
- 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 including all accessories and manuals. You must ensure that the returned product is suitably packaged to prevent damage during return shipping. Ozdoc Solutions Partnership will not accept responsibility for goods which are damaged whilst in transit back to Ozdoc Solutions Partnership. You can also return the product to one of our business centres 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 or incorrectly shipped. You will need to keep a copy of the consignment note as proof that the product has been picked up from you.

Ozdoc Solutions Partnership will test the returned product within 7 working days of receipt. The product may need to be returned to the manufacturer for testing.

If you return a product because it was 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. You may 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 Ozdoc Solutions Partnership (or the manufacturer) determines 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 Ozdoc Solutions Partnership, you should

- Refuse to accept delivery of the product
- Direct the courier to "return goods to sender"
- Notify us within 24 hours of receipt of delivery

### 3 OPENED PRODUCTS

Ozdoc Solutions Partnership will not accept any opened product(s) for return unless the product(s) is returnable under this policy, or under an Ozdoc Solutions Partnership Extended Warranty, a manufacturer's warranty or other contract or law. Examples of opened product(s) which Ozdoc Solutions Partnership accept for return are:

- Dead on arrival, damaged in transit, manufacturer approved return authority or incorrectly shipped product(s)

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#### Ozdoc Solutions Partnership

- Product(s) which develops a fault due to a cause occurring prior to purchase
- Product(s) of un-merchantable quality
- Product(s) that fails to perform to the manufacturer's specifications
- Product(s) that fails to perform as advertised

Ozdoc Solutions Partnership at their sole discretion may accept opened product(s) outside of the Returns Policy, a restocking fee for this service may be charged.

#### 4 MANUFACTURER'S RETURNS POLICY & WARRANTY

All products, with the exception of ex-demo, clearance, second hand, imperfect or damaged product(s) are sold with a manufacturer's warranty, unless otherwise noted.

If a product purchased from Ozdoc Solutions Partnership 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 for return, you will need a manufacturer-approved return authority number. Please contact our Service Centre team with this number to organise the return of the product.

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 organise 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 Service Centre team as soon as possible. Where possible you will need to package and address the product for return and you will need to arrange for return delivery of the product. Ozdoc Solutions Partnership must receive the product by the time specified by the manufacturer. Please note that repair timeframes are subject to each manufacturer's warranty repair service and may vary.

#### 5 RETURN OF FAULTY PRODUCTS

Upon receipt of a faulty product, Ozdoc Solutions Partnership 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, Ozdoc Solutions Partnership 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 Ozdoc Solutions Partnership 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 a quote rejection fee. Once the product is returned, Ozdoc Solutions Partnership will arrange return delivery of the product to you. Where the product fault does not fit the above criteria and is not covered by the manufacturer's warranty or extended warranty (where applicable), Ozdoc Solutions Partnership will require payment of the manufacturer's service charges and any costs associated with processing of the return prior to returning the product(s) to you.

#### 6 SOFTWARE & SOFTWARE LICENSING

Unopened software can only be returned for refund as an unopened products or incorrectly shipped products.

Licensing and licensing media kits are sold on a no return basis.

#### 7 NO RETURN BASIS PRODUCT

Unless the product is dead on arrival, damaged in transit, incorrectly shipped or otherwise returnable under either Ozdoc Solutions Partnership 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 for 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
- Clearance products
- Licensed software
- Products with a "Price Markdown" label
- Products with a "No Return basis" label
- Products specially ordered for a customer
- Products listed on the packing slip or invoice as "No Return"

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

- Dead on arrival or damaged in transit products
- Products not of merchantable quality
- Products that fails to perform to the manufacturer's specifications
- Products that fail to perform as advertised

## 8 PROCESSING CREDITS / REFUNDS

Ozdoc Solutions Partnership will normally issue a credit note within 7 working days of 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.

Ozdoc Solutions Partnership will only issue refunds on request. 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. Ozdoc Solutions Partnership will consult with you and act in accordance with relevant warranties, other contracts and statutes. If Ozdoc Solutions Partnership choose to have the product replaced or repaired, Ozdoc Solutions Partnership will do this at our cost and return the product (or its replacement) to you promptly.

## 9 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 Service Centre team on 1300 799 889. 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 must ensure 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 Ozdoc Solutions Partnership. Ozdoc Solutions Partnership will not pay or reimburse any costs associated with a customer-initiated shipment for non-warranty service or repairs.

Upon receipt of the product, Ozdoc Solutions Partnership 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, Ozdoc Solutions Partnership 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 a quote rejection fee. Once the product is returned to Ozdoc Solutions Partnership, we will arrange return delivery of the product to you. Ozdoc Solutions Partnership requires 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 Service Centre team so that we can assist in getting your product repaired.