

## Standard Terms and Conditions

- Freight on return goods will not be paid for by Dynamic Supplies and must be sent to our Brisbane, Melbourne, Perth or Adelaide Office.
- A copy of the RA Authority Return Form with Dynamic Supplies' official RA number must accompany all returns or no credit will be issued. **DO NOT RETURN GOODS WITHOUT AN RA NUMBER.**
- Defective products must be returned in the original cartons and with all original pieces, packing materials and relevant manuals and cables(if required), accompanied by a copy of the relevant invoice and RA form and number or credit will be denied.
- Toner and Laser cartridges **MUST** have a sample of the print (**NO EXCEPTIONS**) or credit will be denied. Without this we are unable to process the return to the vendor of the product.
- Once returned, defective items will be inspected and assessed for credit. Some items will need to be sent away to various vendors for assessment and will only be credited upon approval from the vendor. NOTE: you will have to re-order for a replacement.
- All unwanted or incorrectly invoiced stock items must be returned 'un-opened' and in 'as new' condition with no writing, sticky tape or any other form of labels or markings on them, or the credit will be denied and stock returned at the customer's expense. (**NO EXCEPTIONS**) NOTE: goods that have been opened but not used/installed and/or goods that were invoiced by Dynamic Supplies greater than 60 days prior will not be accepted and the RA will be denied and where applicable stock returned at the customer's expense.
- A minimum 10% restocking fee will apply to goods being returned where original fault of supply lay not with Dynamic Supplies.
- All claims for shortages or claims of damaged goods can only be accepted if made within 2 working days from the date of delivery to you.
- If product has been refilled, remanufactured or tampered with in any way the claim will be rejected and sent back at the customer's expense. (**NO EXCEPTIONS**)
- Seal and secure all goods to ensure unbroken arrival without leakage or loss in transit.
- These terms and conditions are subject to change without notice.

## Vendor Return / Warranty Procedures

### Consumables

#### **Brother**

Dynamic Supplies must send all faulty Item claims to Brother Australia for evaluation. To evaluate your return, Brother require a print sample, copy of the original tax invoice or proof of purchase and a print configuration report with all toner and drum returns. If Brother rejects the claim, a job sheet and the item will be returned to you with your next order. Thermal transfer rolls will be replaced only. Please note: This process may take up to 8 weeks to complete.

#### **Canon**

All canon items must weigh above the minimum return weight for approval. Canon ink cartridges will be tested and checked against the fault claimed. Our approval decision will be made based on the results of these tests. Canon toner cartridges must have a test page of the fault. If a test page is not supplied the claim will be rejected, as we cannot pursue the claim with Canon. All items will also be checked for refilling, remanufacturing and tampering. All of which will void any warranty the item may have.

### **Epson**

All Epson inks have a 6-month warranty period from the date of the original invoice. Empty Epson cartridges will not be accepted for credit. Credits will only be issued for original Epson product being returned, compatible products will not be tolerated.

### **Fuji Xerox**

Dynamic Supplies does not accept return of faulty Fuji Xerox product. End users must contact the Fuji Xerox Customer Service Centre on 1800 811 177 and follow the voice prompts to the Technical Support department. There the customer can discuss their issue with the Technical Support Team. If Fuji Xerox deems the customers claim to be substantiated then the customer will be directed to forward the faulty item to their nearest Fuji Xerox representative for assessment. If the item is faulty, Fuji Xerox will issue replacement stock. Alternatively they can be emailed at [support.aus@fujiXerox.com](mailto:support.aus@fujiXerox.com)

### **HP**

Hewlett Packard will not accept any expired, refilled or remanufactured ink cartridges. Ink cartridges will also be checked against HP's minimum return weights which can be found near the back of the returns guide. If a cartridge is below this weight, then HP will classify it as empty. To check the expiry date on HP ink cartridges, see the HP returns data page. HP toner cartridges will require a print sample of the fault, and are tested under the same process as the ink cartridges.

### **Konica Minolta**

Faulty Konica Minolta items must be returned with print samples and/or descriptions of the fault. Items will be weighed and tested for faults by our technician.

### **Kyocera**

Dynamic Supplies will only accept back faulty Kyocera consumables. These will be weighed and tested for faults by our technician. For any D.O.A. or faulty hardware you must contact Kyocera directly on 1300 658 348 for repair or replacement.

### **Lexmark**

For all warranty issues in relation to Lexmark Inkjet and Laser supplies, the end-user should contact Lexmark Technical Support on Ph:1300 362 192, option 3 to confirm the product is faulty. If the fault is confirmed the end-user will be given a Job Number and referred by Technical Support to point of purchase for replacement.

### **Okidata**

Dynamic Supplies does not accept return of faulty OKI product. End users must contact the OKI Customer Service Satisfaction Centre on 1800 807 472 and follow the voice prompts to the Technical Support department. There the customer can discuss their issue with the Technical Support Team. If OKI deems the customers claim to be substantiated then the customer will be directed to forward the faulty item to their nearest OKI representative for assessment. If the item is faulty, OKI will issue replacement stock.

### **Panasonic**

Fax rolls will not be accepted back as faulty items. If you have a problem with these items please call the Panasonic service centre. Panasonic require the following information before accepting any Toner or Drum unit for assessment; a sample of what the products are doing, meter readings of when the toner/drum was installed and a reading of when it faulted. Panasonic are very strict with this and unless they have all three they will not assess the goods. Dynamic Supplies has no option but to insist that these three items of information must be supplied to us with your Return Request or your claim will have to be denied.

### **Print-Rite**

The Print-Rite returns policy is very simple & user friendly. If you have a faulty cartridge all you need to do is fill out the return request form as per usual, but you must also include the batch number, which is easily found on the

side of the cartridge. DO NOT RETURN OR DISPOSE OF THE ITEM. Only when you have received confirmation of the credit, may you dispose of the cartridge, as you may be asked to return the faulty cartridge for testing.

### **Samsung**

Toners and Drums returned as faulty will be checked by our Samsung technician. Our technician will require specific information detailing what is wrong with the item, if insufficient information is given, the Samsung technician will reject the claim. The results of our technician's inspection will be used to determine whether the claim is accepted or not.

### **Sharp**

Toners and Drums returned as faulty will be checked by our Sharp technician. Our technician will require specific information detailing what is wrong with the item, if insufficient information is given, the sharp technician will reject the claim. The results of our technician's inspection will be used to determine whether the claim is accepted or not.

### **White box**

If you have a faulty White Box item, please inspect the cartridge for a batch number and supply that number when you fax through the completed return form. This is usually a sticker on the cartridge itself that states "batch number" and has two lines underneath it. Not all White Box items have a batch number sticker. If a batch number is found and supplied on the request form a credit can be given without the return of the cartridge. However if a batch number cannot be found the cartridge must be returned to Dynamic.

## **Hardware**

### **BROTHER**

**Brother Technical Support – Ph. 02 8875 6000**  
**DOA PERIOD - 14 Days from date of purchase.**

Brother has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Brother technical support line on Ph. 02 8875 6000. If the technical support department is unable to resolve the issue and it's within the DOA period, they will issue an "incident number" for the product. The product will then need to be returned to Brother along with the incident number for inspection of the goods and approval. If determined by Brother to be DOA the goods are replaced by the reseller, or credited if that is what the end user wants.

### **CANON**

**Canon Technical Support – Ph. 13 13 83**  
**DOA PERIOD - 14 Days from date of purchase.**

Canon has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Canon technical support line on Ph. 13 13 83. If the goods are determined to be DOA they can be either replaced or credited via the reseller. The reseller then lodges an RA request with Dynamic Supplies. Dynamic Supplies organise for the collection of goods from either the end user or the reseller's location. Return goods are to be accompanied with a copy of the end-user invoice / purchase documentation. Once a credit is received from Canon we in turn issue a credit to the reseller.

Any product that has exceeded the 14 day customers date of purchase is to be repaired by a Canon Authorized Service Agent or Canon directly. Please contact Canon Customer Care on 13 13 83 or visit Canon's web-site [www.canon.com.au](http://www.canon.com.au) for details of the nearest service centre.

## EPSON

**Epson Technical Support – Ph. 1300 361 054**

**DOA PERIOD - 14 Days from date of purchase by end user**

Epson has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Epson technical support line on Ph. 1300 361 054. The DOA period is 14 days from the date the end user purchases the product.

### RMA PROCESS

The process is as follows:

- The end user / reseller has to call Epson Technical Support on 1300 361 054. Epson will provide an incident number if they deemed the product to be faulty.
- End user to return the printer to either the reseller or Dynamic Supplies along with the incident number and end user proof of purchase. All components need to be returned in the original packaging. Any missing components will be charged at retail cost.
- Dynamic Supplies will raise a claim on Epson and be given a RMA #.
- Once the machine has been collected and checked by Epson, Epson will issue Dynamic Supplies a credit for the product.
- When the credit has been received by Epson, Dynamic Supplies will credit the product on the original invoice.
- If a customer requires a replacement machine it will need to be reordered.

## FUJI XEROX

**Fuji Xerox Technical Support – Ph. 1800 811 177**

**DOA PERIOD - 7 Days from date of Purchase**

Fuji Xerox has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Fuji Xerox technical support line on Ph. 1800 811 177. The DOA period is 7 days from the date the end user purchases the product. The goods are replaced directly via Fuji Xerox

### RMA PROCESS

The process is as follows: Dynamic Supplies refers their customers directly to the Fuji Xerox Service Department, who then deals with them directly and DS is not involved unless there is a credit to be raised.

- DS refers their customer directly to our Service Department, either by email [support.aus@fujixerox.com](mailto:support.aus@fujixerox.com) or by phoning 1800 811 177 (Australia) or 0800 449 177 (NZ)
- Support will then send a tech or part/consumable directly to the customer if it is a warranty issue and can be fixed, however if it is DOA then paperwork is logged
- Signed paperwork, then goes to the Logistics department for processing.
- Once it has been processed the customer is contacted directly for delivery of the new unit and collection of the old DOA unit.

## HP

### HP Technical Support – Ph.: 13 10 47 DOA PERIOD – 14 Days from date of Purchase

HP has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the HP technical support line on Ph. 13 10 47. The DOA period is 14 days from the date the end user purchases the product

#### RMA PROCESS

- The end user / reseller has to call HP Technical Support on 13 10 47. HP will provide a case ID number & a HP authorisation letter if the product is deemed to be DOA.
- The reseller will provide Dynamic Supplies the ID number and Authorisation letter so that we can raise a Return Authorisation Number.
- Dynamic Supplies will then arrange for the collection of the printer. All components need to be returned in the original packaging. Any missing components will be charged at retail cost.
- Once the machine has been collected and checked by HP, HP will issue Dynamic Supplies a credit for the product.
- When the credit has been received by HP, Dynamic Supplies will credit the product on the original invoice.
- If a customer requires a replacement machine it will need to be reordered.

## KYOCERA

### Kyocera Technical Support – Ph.: 13 KYOCERA DOA PERIOD – 5 Days from date of Purchase

Kyocera has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Kyocera technical support line on Ph. 13 KYOCERA. The DOA period is 5 days from the date the end user purchases the product. The goods are replaced directly via Kyocera.

#### When is RMA valid for application?

- DOA - A product sold to an end-user within five (5) days of the purchase date is found to fail or malfunction or has been damaged in Transit (DIT). The total page count of the product if applicable must not exceed one hundred (100) pages.
- When DOA is declared by an authorised Customer Service Personnel for an entry level product, the product may be exchanged with the end user directly instead of the end user returning the product through the Channel where they purchased the product from.
- Customer's Error. Under special circumstances, the Customer is liable for 20% Restocking Fee as Kyocera Mita Australia has a firm '**No Return Policy**' for products that are no longer required or ordered incorrectly.
- Shipping / Logistic Error and DOA will only be considered for Credit if claimed within ten (10) working days from the date of delivery

#### RMA PROCESS

- For all DOA related issues, Customers are advised to contact Customer Service on 13 KYOCERA.
- Customer Service should try to resolve DOA issues satisfactorily with the Customer as follows:
- Over the phone If possible to verify and confirm if it is a DOA and organise for the return of the Customer product.

- To organise for a visit either by our Customer Service Engineer or Authorised Service Provider if necessary to confirm if it is a DOA and organise for the return of the Customer product.
- In both cases, Customer Service shall log a service call and provide this SV number to the Customer should they decide to follow-up on the progress of their request.
- When DOA is confirmed, the Service Controller shall be informed to update the service call in Service Alliance.
- The Service Controller shall liaise with the Branch Administrator to complete a KMAUSF038 Returns Form and organise for the return of the product to their respective Branch. (Note: Customer may not require to complete the RA Form)
- The RA Request shall be authorised

## OKI

**Technical Support (End-user) - Email: [aus-support@oki.com](mailto:aus-support@oki.com) / Ph. 1300 200 654**

**Technical Support (Reseller) - Email: [aus-support@oki.com](mailto:aus-support@oki.com) / Ph. 1800 807 472**

OKI has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. If OKI deems the customers claim to be substantiated then the customer will be directed to forward the faulty item to their nearest OKI representative for assessment. If the item is faulty, OKI will issue replacement stock directly.

## Samsung

Samsung has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Samsung technical support line on Ph. 1300 362 603.

Please Note: Dynamic Supplies will not accept any Samsung Hardware Return Requests without a "Samsung Store Credit Authority Number"

**Dealer / Reseller Product Support Line (Inc. Samsung Elite Plus Copier Partners) – Ph. 1800 91 92 93**

**Dealer Reseller support line with dedicated product support specialists for:**

- Product information/specifications and technical support.
- Product installation and software setup assistance.
- Service call bookings.
- Escalations

Any consumer product support enquires will be directed back to the End User/ Consumer Product Support Line.

**End User/ Consumer Product Support Line – Ph. 1300 362 603**

**End User support line with product support specialists for:**

- Domestic product and end user enquiries.
- General service call bookings.

## **SHARP**

### **RMA PROCESS**

The process is as follows:

- The reseller is to contact the Dynamic Supplies returns department and we will issue you an RA# for the suspected faulty product.
- The product will then need to be returned to the Dynamic Supplies warehouse in full along with the original packaging and RA#.
- Sharp will collect the goods from us and have a technician check the product.
- If the goods are found to be faulty, Sharp will issue Dynamic Supplies a credit. Once we receive this, we will in turn credit the original invoice that the faulty machine was supplied on. If the product is not faulty, it will be returned to us and we will then return to you.
- If a customer requires a replacement machine it will need to be re-ordered.