

Digital Channel Solutions

Returns Policy -February 2011

NOTE:

1. Warranty claims will not be entertained for product that is physically damaged by the user – for example cut cables.
2. Damaged packaging does not constitute a warranty claim – Please liaise with the relevant account manager to assist.
3. Incomplete units will not be considered for replacement under warranty.
4. Items showing signs that a customer has already attempted to open or repair the unit will immediately void the warranty applicable to the unit

Faulty Stock – Warranty Claim

- Obtain a Returns Authorization Number (RA) from DCS Staff.
 - Digital Channel Solutions JHB:
Tel. (011) 466-5099
Fax. (011) 4661599
E-mail: greggc@dcs.co.za
 - Digital Channel Solutions CPT:
Tel. (021) 551 8818
Fax. (021) 552 6332
Email: glenda@dcs.co.za
- Submit a list of the products that need to be returned and an indication of the fault in order to get an RA.
- An RA is valid for 21 Days from Issue.
- Product should be in **original packaging** and a **copy of the till slip** and a Fault Report to be attached to the product.
- No return of products supplied will be accepted unless an RA has been issued by Digital Channel Solutions.
- Stores to arrange for the faulty stock to be sent back to Digital Channel Solutions for the unit or units to be tested. This is to be arranged when the RA Number Is issued.
- Items are to be returned on a Goods Repair Voucher, and not directly for credit.
- Once the Return Authorization Number is in place and the stock has been returned to Digital Channel Solutions the units will undergo testing. If a fault has been established the faulty unit will then be replaced.
- If not faulty the unit will be returned to the customer with a test report.

TIMING – DCS will resolve each warranty claim within 7 days of receipt of the item.

Dead On Arrival

- A unit is considered Dead On Arrival (“DOA”) if faulty within 7 days from end-users date of purchase.
- The store must contact DCS as per the above contact numbers, and request permission to exchange the unit for the customer immediately.
- An RA will issued at the same time so that the faulty unit can be returned to DCS.
- The faulty unit will be returned to DCS as per the policy above and will be exchanged or credited upon arrival at DCS.

Demonstration Units

- Normal warranty procedures will apply to all demo units supplied, unless clear signs of abuse are evident.
- Repairs and attempted repairs to demo units will void the warranty.

Stock Upliftment

- Returns on special deals will be negotiated on a deal for deal basis.
- Items to be uplifted need to be returned unopened, in its original packaging, and in a re-saleable condition.
- Items not in a saleable condition will be re-billed to the customer, using the customers return number as an order number.
- DCS Account Manager and the Customer are to agree a cut-off date by which time all returns for the particular deal are to be completed.
- Once the return has been agreed, each branch should contact Gregg C as per above to confirm the product and quantity that is being returned.
- A collection note will be generated and DCS will arrange collection of the items.

General Notes

- All products supplied carry warranty terms according to the Manufacturer’s or Vendors standard terms supplied for that product.

Support Lines

HP	-	0800 980 410
Logitech	-	0800 981 089