

Return Authorisation Request Form

Contact Name _____ Date _____

Company Name _____ Account Code _____

Address _____

Phone _____ Fax _____

Please make yourself familiar with the vendor information pages before completing this form. All items returned will be under review by the Returns Officer and does not guarantee that the return will be credited.

RA# issued is only valid for 14 days

Invoice No.	DST Code	Serial No. (Hardware only)	Qty	Reason for return / fault description

TERMS AND CONDITIONS:

1. Please refer to the vendor information pages before filling in this form.
2. Freight on return goods will not be paid for by Soho Tech and must be sent to our head office or warehouse.
3. A copy of the RA Authority Return Form with Soho Tech's official RA number must accompany all returns or no credit will be issued. **DO NOT RETURN GOODS WITHOUT AN RA NUMBER.**
4. 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.
5. 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.
6. 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.
7. 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 Soho Tech 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.
8. A minimum 10% restocking fee will apply to goods being returned where original fault of supply lay not with Soho Tech.
9. 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.
10. 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**)
11. Seal and secure all goods to ensure unbroken arrival without leakage or loss in transit.
12. These terms and conditions are subject to change without notice.

Signed _____ I have read and understand all of the above

Returns Address
PO Box 1064
ROBINA DC 4226

Standard Terms and Conditions

- Freight on return goods will not be paid for by SOHOTECH and must be sent to our returns address: PO BOX 1064, ROBINA DC 4226.
- A copy of the RA Authority Return Form with SOHOTECH's 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.
- 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 SOHOTECH 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 SOHOTECH.
- All claims for shortages or 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

DSTech 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.

Fuji Xerox

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

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

DSTech 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 13 59 62 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.

Oki

For the quickest response to all faulty items the end user should 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. If the end user does not wish to deal with OKI directly then DSTech can deal with this on your behalf but please understand this will take a little longer.

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. DSTech 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.

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.

Print Hardware

CANON

RMA Claims/Reseller support: 1800 648 952

End User Print Assist: 1300 460 738

Canon have 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 Canon Print Assist on Ph. 1300 460 738. The reseller can contact Canon RMA Claims/Reseller support on Ph. 1800 648 952. If the goods are determined to be DOA/ Faulty they can be replaced directly by Canon or credited / replaced via the reseller. The reseller then lodges an RA request with DSTech. DSTech organise for the collection of goods from either the end user or the reseller's location. Returned 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.

OKI

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

Technical Support (Reseller) - Email: 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.

Tech

Acer

Warranty – 1 to 3 years by model

Acer National Call Centre - 1300 723 926

Acer have a National Call Centre support line for all end user product enquiries. The National Call Centre support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Acer National Call Centre by calling 1300 723 926. If the National Call Centre 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 Acer along with the incident number and copy of proof of purchase for inspection of the goods and approval. If determined by Acer to be DOA the goods are replaced by the reseller or credited if that is what the end user wants.

Adesso

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Asus

Warranty - 12 months - DOA Period – 14 – 30 Days by model from date of purchase.

End-User takes the faulty unit back to the Reseller/Retailer within the DOA Period. Reseller/Retailer verifies the fault and applies for the DOA return on the ASUS SIP Online RMA Apply system. Please note: The ASUS SIP Online RMA Apply system is only available in Australia.

Upon acceptance of the DOA return, ASUS will issue a DOA RMA number. This number can be used to arrange the return of the product to DS/DST

Please complete a return request form to return the product, once the unit has been received and verified by DS/DST, credit will be issued for the approved claim.

Azio

Warranty - 2 Years

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Bloody

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

BlueAnt

Warranty - 12 months

If you have an issue with your BlueAnt product, and the product manual and FAQ are not helping to resolve the issue, please contact BlueAnt Customer Service team on care@blueantwireless.com detailing the issue you are experiencing.

BlueAnt aim to respond to all enquiries within 1-2 Business days.

Step 1.BlueAnt receives the Customer's email and clarifies whether the issue is a Connection issue or a Hardware issue.

Step 2.For Connection issues the customer will be guided through the connection process by the BlueAnt Team. Almost all such issues will be resolved at this point.

If the issue is still unresolved or a Hardware issue, BlueAnt will check the Customer's Proof of Purchase, that the device is in the Warranty period and then proceed to issuing a replacement device, if appropriate.

Step 3.BlueAnt may require the Customer to return the current BlueAnt device prior to the shipment of a replacement device.

Step 4.Devices found to be faulty will be replaced. Non-faulty devices are returned to customer.

Bodyguardz

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Casio

Warranty – 1 to 5 years by model

Casio Service Site <https://casioservice.shriro.com.au/>

Casio have a Service Site <https://casioservice.shriro.com.au/> this is the first place a customer should go for servicing support. If a fault is confirmed by our Customer Care team, either

- i) The consumer will be instructed to return the goods to the place of purchase OR
- ii) A service call will be scheduled to inspect, repair or changeover the product.

Chuango

Warranty - 12 months

Support Contact Details:

AU: 1800 697 626

NZ: 0800 762 667

anz@smanos.com

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Compulock

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Cyberpower

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Divoom

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Dlink

Warranty - 12 months - DOA if found faulty within 14 days of purchase D-Link Technical Support Australia: 1300 700 100 (Option 1)

Dlink have 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.

One of Dlink friendly Technical Support staff will help you through the troubleshooting process. If the problem persists, the Technician will verify if the product is under warranty, and if so, provide you with a Return Material Authorisation (RMA) or Dead On Arrival (DOA) number. A completed RMA/DOA form together with return instructions will be sent to you by either email or fax.

If the product needs replacement or repair, please ensure you have the below items ready before returning the product to your Point of Purchase or to D-Link:

- 1) Copy of proof of purchase
- 2) A completed RMA/DOA form (from Dlink)

Dorcy / Lifegear

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

EVE

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Fiskers

Warranty - Product life

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

HP USB

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Kuando

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Lander

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

LG monitor

Warranty - 36 Months – DOA Period - 7 Days from date of purchase.

Reseller - directdealersupport@lge.com.au

End-user - <https://www.lg.com/au/support>

LG have support online at <https://www.lg.com/au/support> for all end user product enquiries. The online support site is the first place a customer should go to determine if their product is faulty.

Lindy

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Logitech

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Max cases

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Moxyo

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Ncredible

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Panzer Glass

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

PNY

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

PP Max Cases

Warranty – Limited Lifetime

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Puregear

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Safe

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Sealshield

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Smanos

Warranty - 12 months

Support Contact Details:

AU: 1800 697 626

NZ: 0800 762 667

anz@smanos.com

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Terramaster

Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Toshiba HDD

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Turtle beach / Roccoat

Warranty - 12 months

If the customer (end-user) has a technical issue with a product that is less than 30 days old they can exchange it at the reseller for a replacement reseller can claim with DS/DST by requesting for a Return Authorisation and supplying a photo of the serial number and the product itself. If a product is over 30 days old please contact Turtle Beach or Roccat customer support. These details can be found within the packaging of the products.

Ventev

Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

Viper

Warranty – 24 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.