



## **COMPANY WHOLESALE RETURNS POLICY July 2008**

**This policy relates to the following products only:**

- **Refurbished product purchased from us.**
- **LG Product purchased from us.**
- **Paid Reworked product**

### **Statement from Management:**

Firstly, I would like to thank all of our Customers for their support of this unique business; it is however a reality that returns will exist with this type of complex product.

By purchasing a rework product, you already understand that cosmetic blemishes and damaged or plain boxes, bubble wrapped items etc are the key difference to purchasing brand new items, along with the price!

It is important to then remember that human error can be a factor when repairing/reworking and packaging so many products at such competitive prices, we need to push the limits to drive our prices down to a viable level for the DFO or wholesaler.

You have my assurance that we will stand by this policy, but also understand that items falling outside our criteria must be charged back to cover costs, so please ensure you thoroughly test the item before returning to us.

Please read this document carefully to ensure compliance with our policy.

## Returns Policy effective 1<sup>st</sup> July 2008

DJ Electro Pty Ltd as a company does **NOT** provide credits unless mutually agreed with a specific Customer, we do however provide a 3 month back to base warranty on all items (from date of purchase).

Your end Customer is welcome to call us on the number supplied with our paper work to organize repair/exchange directly or for technical support.

Repairs can also be dropped off by your end Customer for workshop inspection and repair/exchange if required.

We will not accept items with missing accessories, simply request the item you require by fax or email with the purchase date/model/item required.

### **Rework Product Purchased From Us.**

In the case of a FAULTY product:

We will repair the product, or if not possible, exchange for an identical or similar item.

In some circumstances we may choose to refund the product in full or in part, this would apply mainly in the case of a one off purchase.

### **Reworked Product**

In the Case of REWORKED product.

We believe that 4% per model of reworked product returned should be born by the client. This is factored in to our competitive rework pricing structure.

In the case of a returned repair, we do request a fault description and copy of your Customers purchase receipt.

We will however repair the unit at No Charge if supplied with a purchase receipt & Repair Request form NO EXEPTIONS, if NOT FAULTY a testing/handling charge will apply.

Failure to meet this criteria will result in the item being recycled through our system as a normal rework unit and on-charged.

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### **Paper Work**

As it can be difficult to identify returns in the large volume of items, the Item MUST be sent back with one of the Repair Request forms mentioned above.

These can be downloaded at [www.sunfireelectronics.com](http://www.sunfireelectronics.com) under Returns Policy "Forms".

Failure to supply these repair request forms will result in the item being put through our process under the normal reworking & pricing structure and on charged or disposed in some cases if no id is clear.

### **Large Items**

- Plasma
- Fridges
- Washing Machines
- Dishwashers
- Other large appliances

These items may be sent back with a Repair Request form or a service call may be booked by calling 03-9769-2307.

The Customer should call DJ Electronics direct to ensure there is a fault before returning the product or a service charge may apply.

### **Exclusions**

The following items are not covered under the returns policy:

- Physically damaged items.
- Dirty Video Heads.
- Faulty discs or media used not related to the product.
- Manufacturer related firmware issues.
- Proven Customer Neglect or Error.
- Slight cosmetic marks.
- Missing accessory.

### **Pallet Labelling**

Pallet/s must be numbered with the RMA (Returns Manifest Authorization) number clearly marked as per the returned RMA form.  
Each item must have a Return Request Form attached.