



General Return Policy - GPK Group Pty Ltd

GPK Group Pty Ltd returns are divided into two categories:

NO FAULT RETURNS & FAULTY RETURNS.

Customers must return product(s) to GPK Group Pty Ltd with the GPK Group Pty Ltd RA number clearly written on a removable label on the outside of the shipping carton(s). This number must not be directly written on the carton.

Returns should be sent to:

GPK Group Pty Ltd - Returns Department at our local GPK office

All products must be returned in complete set with original packaging and must be received by GPK Group Pty Ltd's within 30 days after RA number is issued.

GPK Group Pty Ltd recommends that product returned by post should be sent by registered or certified mail. GPK Group Pty Ltd accepts no responsibility for loss or damage occurring in transit.

Customer must obtain a valid RA number(s) authorised by GPK Group Pty Ltd Admin team for all returned product(s). If the RA number cannot be identified, or if the Product does not match the RA details provided by the Customer in terms of either quantity, GPK Group Pty Ltd product code or product serial number, GPK Group Pty Ltd may reject the returned product and return it to the Customer at the Customer's expense.

For all returned product(s), customer must maintain a copy of the proof of delivery or consignment information to confirm delivery in case of future queries.

1. NO FAULT RETURNS PROCEDURE

- 1.1. The following provisions will apply in respect of the return of products by the customer to GPK Group Pty Ltd:
- 1.2. Acceptance of all non-faulty returns will be at the discretion of GPK Group Pty Ltd and each request will be assessed on a case by case basis. GPK Group Pty Ltd reserves the right to reject any return request at its sole discretion. Where GPK Group Pty Ltd agrees to take back any non-faulty returns it reserves the right to impose a restocking fee at its discretion.

2. No Fault Products

- 2.1 A 'no fault' product ('No Fault Product') is a Product returned by the Customer to GPK Group Pty Ltd in circumstances where the return is not due to the fault of GPK Group Pty Ltd or any fault with the Product.

3. Product sold on a "No Returns Basis"

- 3.1 GPK Group Pty Ltd is entitled to supply certain Products on a "No Returns Basis".
- 3.2 The expression 'No Returns Basis' means that GPK Group Pty Ltd will not accept returns on No Fault Products.
- 3.3 To the extent permitted by law, GPK Group Pty Ltd reserves the right to apply the No Returns Basis policy to any promotional or sales product (s) as it deems necessary. GPK Group Pty Ltd will use all reasonable endeavours to ensure such products are clearly advertised and promoted as being sold only on a No Returns Basis.

4. Discontinued Products

- 4.1 GPK Group Pty Ltd will, under instruction from its vendors, discontinue some products from time to time. Customers' right to return these discontinued products may be restricted.

5. Returns Procedure

- 5.1 Customer must supply:
- 5.2 GPK Group Pty Ltd Invoice Number
- 5.3 GPK Group Pty Ltd Product Code
- 5.4 Quantity of the product(s) that needs to be returned
- 5.5 Serial Number for each product that needs to be returned
- 5.6 Once the Returns Representative has identified the Product for the return, the Customer will be issued with an RA number. This number must be used in all correspondence relating to the product.

All products returned for credit must be in a pristine and unopened condition with all seals intact. All inward freight will be the responsibility of the customer. GPK Group Pty Ltd will not cover the cost of freight on returned products and will not accept responsibility for any damage or loss suffered by the customer.

FAULTY RETURNS PROCEDURE

6. Faulty Products

- 6.1 A 'faulty' product is a Product returned by the customer to GPK Group Pty Ltd or vendor that failed to operate in accordance with its functional specifications.

Dead on Arrival Products

- 6.2 A 'DOA' (Dead on Arrival) product is a faulty Product that failed in the early life of usage, or out of box. The DOA period for each Product will vary based on vendor policies, and commonly ranges from 7 to 30 days.

Warranty Products

6.3 A 'warranty' product is a faulty product that failed within the warranty period. The warranty period for each Product will vary based on vendor policies.

7. Returns Procedure

Not all faulty returns are handled by GPK Group Pty Ltd.

7.1 Customer must supply:

- GPK Group Pty Ltd Invoice Number
- GPK Group Pty Ltd Product Code
- Quantity of the product(s) that needs to be returned
- Serial number for each product that needs to be returned
- Fault details for each product that needs to be returned
- Vendor's pre-authorisation number if applicable

7.2 Under vendor's instructions, GPK Group Pty Ltd will issue a credit, replacement or repair for the return of faulty products. Replacement or repair returns may result in delays due to vendor processing lead times and GPK Group Pty Ltd stock availability.

7.3 In the event the Customer fails to advise the end user, the Customer will indemnify GPK Group Pty Ltd for any expenses incurred in servicing any warranty claim relating to the misuse of the product or hard disk failure

7.4 Any physical damage incurred on the faulty product due to the misuse of the product will void the warranty and is the Customer's responsibility.

7.5 The Customer should provide the correct and exact fault details which GPK Group Pty Ltd can advise to the Vendor for testing purpose. Any 'no fault found charges' from the Vendor will be at the Customer's expense.

7.6 For Bonus products, GPK Group Pty Ltd will only provide a replacement. If the product is discontinued or obsolete, the warranty will be handled by GPK Group Pty Ltd on case by case basis.

7.7 If GPK Group Pty Ltd approves an RA for return under warranty, the Customer is responsible for freight to the local GPK Office. GPK Group Pty Ltd will be responsible for return freight of the product as soon as it has been exchanged, for replacement or repair returns only.

All faulty products must be returned as a complete set which includes all the components that were supplied originally, eg. Cables, CD and Power Adaptors; with the original packaging.