

Return Policy

Critical IT returns are divided into two categories:

No Fault Returns & Faulty Returns.

Customers must lodge a Return ticket using the Critical IT Website, email or telephone. Critical IT will validate the Return ticket information according to the Customer Terms of Sale. Customers must return product(s) to Critical IT's office, address follows:

Critical IT
Suite 3, 4 Riseley St
Applecross, WA 6153

All products must be returned in complete set with original packaging and must be received by Critical IT within 7 days after a Return is validated.

Critical IT recommends that product returned by post should be sent by registered or certified mail. Critical IT accepts no responsibility for loss or damage occurring in transit.

Customer must obtain a valid Return ticket number (RA) from Critical IT for all returned product(s). If the RA number can not be identified, or if the Product does not match the RA details provided by the Customer in terms of either quantity, Critical IT product code or product serial number, Critical IT 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.

No Fault Returns Procedure

The following provisions will apply in respect of the return of products by the customer to Ingram Micro in accordance with clause 9 of the Customer Terms of Sale:

Acceptance of all non-faulty returns will be at the discretion of Critical IT and each request will be assessed on a case by case basis. Critical IT reserves the right to reject any return request at its sole discretion. Where Critical IT agrees to take back any non-faulty returns it reserves the right to impose a restocking fee at its discretion.

- **No Fault Products**

A 'no fault' product ('No Fault Product') is a Product returned by the Customer to Critical IT in circumstances where the return is not due to the fault of Critical IT or any fault with the Product.

Product sold on a "No Returns Basis"

1. Critical IT is entitled to supply certain Products on a "No Returns Basis".
2. The expression 'No Returns Basis' means that Critical IT will not accept returns on No Fault Products.

3. To the extent permitted by law, Critical IT reserves the right to apply the No Returns Basis policy to any promotional or sales product (s) as it deems necessary. Critical IT will use all reasonable endeavours to ensure such products are clearly advertised and promoted as being sold only on a No Returns Basis.

- **Returns Procedure**

1. Customer must supply:

- a. Copy of the Invoice
- b. Item Code of the Product(s)
- c. Quantity of the Products(s) that needs to be returned
- d. Serial number for each product that needs to be returned

2. Once the Critical IT 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. Critical IT 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

- **Faulty Products**

A 'faulty' product is a Product returned by the customer to Critical IT or vendor that failed to operate in accordance with its functional specifications.

- **Dead on Arrival Products**

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**

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.

- **Returns Procedure**

1. Not all faulty returns are handled by Critical IT

For returns handled by Critical IT, the Customer must supply:

- a. Copy of the Invoice
- b. Item Code of the Product(s)
- c. Quantity of the Products(s) that needs to be returned
- d. Serial number for each product that needs to be returned

- e. Fault details for each product that needs to be returned
- f. Vendor's pre-authorisation number if applicable
- g. Warranty registration of each Product if applicable

2. Under vendor's instructions, Critical IT 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 vendor stock availability.

3. In the event the Customer fails to advise the end user, the Customer will Critical IT for any expenses incurred in servicing any warranty claim relating to the misuse of the product or hard disk failure

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.

5. The Customer should provide the correct and exact fault details which Critical IT can advise to the Vendor for testing purpose. Any no fault found charges from the Vendor will be at the Customer's expense.

6. If the product is discontinued or obsoleted, the warranty will be handled by Critical IT or the vendor on a case by case basis.

7. If Critical IT approves an RA for return under warranty, the Customer is responsible for freight to the vendor or Critical IT's office. Critical IT 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, and also, with the original packaging.