



Dear Customers,

Thank you for choosing Dynamic Supplies as your trusted supplier. To facilitate hassle-free returns and ensure efficient resolution of any issues, please review the following terms and conditions:

- 1. Freight Responsibility:** Freight costs for returned goods will be the responsibility of the customer unless the fault is attributable to Dynamic Supplies. All returns must be directed to Dynamic Supplies' Auckland Warehouse.

27 Smales Road
Unit C2
East Tamaki
Auckland, 2013

2. RA Authority Return Form:

All returns must be accompanied by a Dynamic Supplies Return Authorisation (RA) number. Returns submitted without an RA number will not be eligible for credit.

To request an RA, please email returns@ds.co.nz with the DS invoice number, item(s), quantity, and reason for return. Alternatively, you can complete the online RA form via the DSNZ website: <https://www.ds.co.nz/ra-form/>

2A. Defective / Faulty Product Returns: Defective products shall be returned in their original packaging, including all accessories, manuals, and cables, if applicable.

Important to note: A copy of the VENDOR AUTHORISATION number (refer to the numbers in this document) MUST BE GIVEN BEFORE A DS RA NUMBER CAN BE ISSUED. Our RA form and number must be included with the return along with the relevant invoice.

2B. Toner and Laser Cartridges: Toner and laser cartridges must include a sample print for credit. Returns without this sample will not be processed.

2C. Error Messages: Any error messages appearing on hardware must be documented and included with the returned goods.

2D. Assessment and Credit: Defective items will be subject to inspection upon return. Some items may require assessment by vendors and will only be credited upon vendor approval. Replacement orders will be necessary in such cases.

3. Unwanted or Incorrectly Invoiced Stock: Unwanted or incorrectly invoiced stock items shall be returned unopened and in pristine condition. Any markings or damage on the items will result in credit denial, and stock shall be returned at the customer's expense.

4. Acceptance Period: Claims for shortages must be made within 5 working days of delivery. Claims for damaged goods, including courier-related damage, must be submitted within 6 working days of delivery. Goods invoiced more than 60 days prior, or goods that have been opened but not used or installed, are not eligible for return and will result in RA denial.

5. Restocking Fee: A minimum 10% restocking fee will apply to goods returned after 60 days where the original fault of supply did not lie with Dynamic Supplies.



6. Vendor Return / Warranty Procedures and contact details (see 2A)

- **Brother:** Dynamic Supplies does not accept returns of faulty Brother Products. All claims must be directed to their Help Desk directly on 0800 329 111 or email help@brother.co.nz
- **Canon:** All Canon items must weigh above the minimum return weight for approval. Canon ink cartridges shall be tested and checked against the claimed fault. Approval will be based on the results of these tests. Canon toner cartridges must have a test page of the fault. Failure to supply a test page will result in claim rejection. All items will be checked for refilling, remanufacturing, and tampering, which shall void any warranty.
- **D-Link:** Credits for faulty D-Link units will only be approved if the customer has obtained and included the D Link RMA number. This can be obtained from the returns team at rma@dlink.com.au
- **Eco X Gear:** If you experience an issue with your ECOXGEAR product, please email the following information to support@ecoxgear.com.au
 - Proof of Purchase
 - Description of Fault
 - Photos or Videos (if available)
 - Contact Details

All warranty claims must be assessed to determine whether the issue is a manufacturing fault or accidental/user damage. Warranty does not cover accidental damage, misuse, unauthorized repairs, or normal wear and tear.

- **Epson:** All Epson inks carry a 6-month warranty period from the date of the original invoice. Empty Epson cartridges will not be accepted for credit. Credits shall only be issued for original Epson products.
- **Epson hardware:** the inclusion of the Dead on Arrival (DOA) number obtained from the Epson Help Desk at 0800 237 766 is mandatory. Failure to provide the DOA number shall result in RA denial.
- **Fuji Xerox:** Dynamic Supplies does not accept returns of faulty Fuji Xerox products. End-users must contact the Fuji Xerox Customer Support Centre on 0800 493 769. If Fuji Xerox deems the customer's claim to be substantiated, the customer will be directed to forward the faulty item to their nearest Fuji Xerox representative for assessment. If the item is faulty, Fuji Xerox will issue replacement stock.
- **HP:** No expired, refilled, or remanufactured ink cartridges will be accepted. Ink cartridges will also be checked against HP's minimum return weights. If a cartridge is below this weight, HP will classify it as empty. HP toner cartridges will require a print sample of the fault and are tested under the same process as the ink cartridges.
- **Heatsbox / IQU:** If the customer experiences any issues with their product, please advise them to contact support@iqu-group.com in the first instance. The support team may be able to resolve the issue directly or provide further instructions to streamline the process.
- **Kyocera:** Dynamic Supplies 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 0508 596 2372 for repair or replacement.



- **Lexmark:** All faulty Lexmark consumables are to be returned to Dynamic Supplies. You must return these items with print samples and/or descriptions of the fault. Lexmark toners and inks will be weighed and tested for faults by our technician, and credit will be issued accordingly.
- **MAXHUB:** If the customer experiences any issues with their MAXHUB product, they must contact the MAXHUB Help Desk in the first instance on 0061 1300 MAXHUB (0061 1300 629 482) or via email at support.anz@maxhub.com (Hours: 11:00 AM – 7:00 PM NZDT). The MAXHUB support team will troubleshoot and advise on the next steps. If further action is required via distribution, the customer must provide the MAXHUB case reference and return to Dynamic Supplies for assistance.
- **PC LOCS:** For all support enquiries, please contact support@pclocs.com.au or submit a request via the support portal at <https://support.pclocs.com.au>. The portal allows you to log and track cases, provide relevant product and issue details, and receive updates through to resolution.

Please ensure all support cases are raised directly with PC Locs prior to contacting DSNZ. If any charges or replacements are required, these will be managed and invoiced after the support process has been completed.

- **SYLVOX:** For any after-sales support or warranty enquiries relating to SYLVOX products, please contact the SYLVOX service team directly as the first point of contact.
Email: service.au@sylvoxtv.com
- **White Box:** Faulty compatible toners must be accompanied by a print sample / error message of the fault. Credit can be given without the return of the cartridge.

7. Amendment Clause: Dynamic Supplies reserves the right to amend these terms and conditions without prior notice.

This Returns Policy constitutes a legally binding agreement between Dynamic Supplies and its customers.

Thank you for your cooperation.