



## **Standard Terms and Conditions**

Freight on return goods will not be paid for by Dynamic Supplies and must be sent to our Auckland Office.

A copy of the RA Authority Return Form with Dynamic Supplies' 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.

Hardware and toner cartridges must be sent back with a DOA number issued by the vendor or credit will be denied. Without this we are unable to process the return to the vendor of the product. Any error messages that appear on your hardware need to be captured either by photo or other means and a copy sent with the goods being returned.

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.

NOTE: Goods that have not been opened, not used/installed and/or goods that were invoiced by Dynamic Supplies greater than 30 days prior will not be accepted and the RA will be denied and where applicable stock returned at the customer's expense. All RA's must be received within 14 days once the RA has been issued.

Dynamic Supplies reserve the right to apply a minimum 10% restocking fee to goods being returned where original fault of supply lay not with Dynamic Supplies.

All claims for shortages or claims of damaged goods can only be accepted if made within 3 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.

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 – 0800 329 111**

Dynamic Supplies does not accept return of faulty Brother product. All claims need to be directed to their Help Desk directly on 0800 329 111.

### **Canon – 0800 222 666**

All 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. Dynamic Supplies will require photo evidence of the fault and/or a test page showing the printing fault. Canon will not accept our claim without these.

### **Epson – 0800 237 766**

Epson has a technical support line for all end user product enquires. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Epson technical support line on 0800 237 766 and request a DOA number once deemed as faulty. This will then be sent back to Dynamic Supplies for a credit or replacement.

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 – 0800 493 769**

Dynamic Supplies does not accept return of faulty Fuji Xerox product. End user must contact the Fuji Xerox Customer Support Centre on 0800 493 769. If Fuji Xerox deems the customers claim to be substantiated then 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 – 0800 441 147**

HP has a technical support line for all end user product enquires. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact the HP technical support line on 0800 441 147 and request a DOA number once deemed as faulty. This will then be sent back to Dynamic Supplies for a credit or replacement.

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.



### **Kyocera – 0800 459 623**

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 0800 459 623 for repair or replacement.

### **Oki – 0800 778 800**

Dynamic Supplies does not accept return of faulty OKI product. End users must contact the OKI Customer Service Satisfaction Centre on 0800 778 800 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.