



## RMA Policy

### Warranty Returns

When returning product to ASD you must first 'log' a ticket on the ASD help desk and obtain a ticket number. This can be initiated on our helpdesk [asdhelppdesk.disd.co.nz](https://asdhelppdesk.disd.co.nz), click 'submit a ticket'.

When completing the RMA form, we require a clear and concise fault description. The more information we receive about the fault, the easier it is for us to replicate and resolve. It is imperative that we have the serial number (if the product has one) for tracking purposes and also the invoice number that the product was sold to you on as proof of sale so that the warranty status can be checked. Failure to provide this information on the request form may result in delay of the RMA process.

Warranty coverage begins as from the day you purchase your goods. During the warranty period your product will be either repaired or replaced by at least an equivalent. Please check with ASD for the warranty period on your particular product. Also, please note that the warranty is the manufacturer's warranty and not ASD's. Please refer to the manufacturer's warranty for what this covers.

If a customer chooses to purchase a replacement product please be aware that this is at their discretion and will not be credited back once the faulty goods have been repaired/replaced.

After obtaining a ticket number, you will need to send the goods - freight prepaid – to Asset Security Distribution, 13E Paul Matthews Road, Albany, Auckland 0632. ASD will pay for the return freight for any goods under warranty.

The ticket number must be prominently displayed on the outside of your package. Please note that if the goods are not received within 2 weeks of the ticket number being issued then the ticket will be closed off and a new one will need to be logged.

Please ensure all parts/accessories to the unit are also returned (such as power adapters etc.) where possible.

We will notify you by email via the help desk within 48 hours of receiving the goods and then within 3-5 days once the goods have been evaluated with a diagnosis and probable lead time to have this ticket resolved. If it is foreseen that it will take a period longer than 5 working days we will advise you of this as soon as possible.

If the item in question has failed on initial setup within 2 weeks (14 days) of purchase ASD will issue a brand new replacement provided all the original equipment including, packaging material, manual,



leads etc are kept in re-saleable condition and returned to ASD. A ticket must still be logged and proof of sale provided.

**Warranty returns are subject to the following conditions;**

- Product being sent to ASD must be properly packaged and ASD will not be liable for any loss or damage caused in transit.
- Original outer packaging of the goods must not be marked or with a courier sticker attached i.e. place inside another box to send to ASD.
- Please use a courier company that can demonstrate proof of delivery. ASD does not accept responsibility for any lost shipments during transit to ASD premises.
- Any products that are found to be defective within their warranty period will, at the discretion of the manufacturer either be repaired or replaced by at least an equivalent product.
- Please note that there is a minimum charge of \$45.00 for any goods returned under warranty for repair and there is no fault found.

**Non-Warranty returns**

Please follow the exact same procedures as Warranty returns when returning a product that is outside of its warranty period. However, with all non-warranty returns all freight and repair charges incurred are the responsibility of the Customer. Also, all out of warranty goods will incur a minimum 1hour service fee of \$120 to diagnose the fault and provide a quote for repair/replacement. If there is no fault found there is a min \$45.00 charge.

After your product has been assessed, ASD will notify you by email with a final estimate, and request that you approve the charges. This must be done before proceeding with the RMA and repair of the faulty item.

There is a 90 day warranty on the labour/parts replaced in the repaired goods.

**Credit returns are subject to the following conditions;**

- Approval for credits must be requested before the product is returned and is exclusively at the discretion of ASD.
- Returned to ASD within 2 weeks (14 days) from date of invoice otherwise it may incur a 10% restocking/administration fee.
- Goods are returned in condition fit for resale – in original packaging, unsoiled and undamaged and returned with all accessories i.e. manual, leads, screws, etc.
- Please ensure that the product outer packaging is not marked or with a courier sticker attached i.e. place inside another box to send to ASD.
- Customer is responsible for goods return freight.