

# Return Authorisation Request Form



Contact Name \_\_\_\_\_ Date \_\_\_\_\_

Company Name \_\_\_\_\_ Account Code \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Please make yourself familiar with the vendor information pages before completing this form. All items returned will be under review by the Returns Officer and does not guarantee that the return will be credited.

## RA# issued is only valid for 14 days

Invoice No.	DST Code	Serial No. (Hardware only)	Qty	Reason for return / fault description

### TERMS AND CONDITIONS:

1. Please refer to the vendor information pages before filling in this form.
2. Freight on return goods will not be paid for by DSTech and must be sent to our Brisbane, Melbourne, Perth, Adelaide Office or Sydney Warehouse.
3. A copy of the RA Authority Return Form with DSTech's official RA number must accompany all returns or no credit will be issued. DO NOT RETURN GOODS WITHOUT AN RA NUMBER.
4. 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.
5. Toner and Laser cartridges MUST have a sample of the print (NO EXCEPTIONS) or credit will be denied. Without this we are unable to process the return to the vendor of the product.
6. 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.
7. 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. (NO EXCEPTIONS) NOTE: goods that have been opened but not used/ installed and/or goods that were invoiced by DSTech greater than 60 days prior will not be accepted and the RA will be denied and where applicable stock returned at the customer's expense.
8. A minimum 10% restocking fee will apply to goods being returned where original fault of supply lay not with DSTech.
9. All claims for shortages or claims of damaged goods can only be accepted if made within 2 working days from the date of delivery to you.
10. 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. (NO EXCEPTIONS)
11. Seal and secure all goods to ensure unbroken arrival without leakage or loss in transit.

Signed \_\_\_\_\_ I have read and understand all of the above

## Please fax completed form to 07 3344 9973

Returns Locations - All returns are processed at our QLD Office  
QLD: 66 - 72 Alexandra Place, MURARRIE QLD 4172  
VIC: 23 Spencer Street, SUNSHINE WEST VIC 3020  
WA: 76 Robinson Avenue, BELMONT WA 6104  
SA: 3 Myer Court, BEVERLEY SA 5009  
NSW: 6A Wonderland Drive, EASTERN CREEK NSW 2766

## Standard Terms and Conditions

- Freight on return goods will not be paid for by DSTech and must be sent to our Brisbane, Melbourne, Perth or Adelaide Office.
- A copy of the RA Authority Return Form with DSTech's 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.
- Toner and Laser cartridges **MUST** have a sample of the print (**NO EXCEPTIONS**) or credit will be denied. Without this we are unable to process the return to the vendor of the product.
- 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. (**NO EXCEPTIONS**) NOTE: goods that have been opened but not used/installed and/or goods that were invoiced by DSTech greater than 60 days prior will not be accepted and the RA will be denied and where applicable stock returned at the customer's expense.
- A minimum 10% restocking fee will apply to goods being returned where original fault of supply lay not with DSTech.
- All claims for shortages or damaged goods can only be accepted if made within 2 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. (**NO EXCEPTIONS**)
- 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

DSTech must send all faulty Item claims to Brother Australia for evaluation. To evaluate your return, Brother require a print sample, copy of the original tax invoice or proof of purchase and a print configuration report with all toner and drum returns. If Brother rejects the claim, a job sheet and the item will be returned to you with your next order. Thermal transfer rolls will be replaced only. Please note: This process may take up to 8 weeks to complete.

#### Canon

All canon items must weigh above the minimum return weight for approval. 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. Canon toner cartridges must have a test page of the fault. If a test page is not supplied the claim will be rejected, as we cannot pursue the claim with Canon. All items will also be checked for refilling, remanufacturing and tampering. All of which will void any warranty the item may have.

#### Epson

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**

Toners and Drums returned as faulty will be checked by our Fuji Xerox technician. Our technician will require specific information detailing what is wrong with the item a print sample of the fault is required, if insufficient information is given, the Fuji Xerox technician will reject the claim. The results of our technician's inspection will be used to determine whether the claim is accepted or not. Empty Fuji Xerox cartridges will not be accepted.

### **HP**

HewlettPackard 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. HP toner cartridges will require a print sample of the fault and are tested under the same process as the ink cartridges.

### **Konica Minolta**

Faulty Konica Minolta items must be returned with print samples and/or descriptions of the fault. Items will be weighed and tested for faults by our technician.

### **Kyocera**

DSTech 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 13 59 62 for repair or replacement.

### **Lexmark**

For all warranty issues in relation to Lexmark Inkjet and Laser supplies, the end-user should contact Lexmark Technical Support on Ph:1300 362 192, option 3 to confirm the product is faulty. If the fault is confirmed the end-user will be given a Job Number and referred by Technical Support to point of purchase for replacement.

### **Oki**

For the quickest response to all faulty items the end user should contact the OKI Customer Service Satisfaction Centre on 1800 807 472 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 customer's 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. If the end user does not wish to deal with OKI directly then DSTech can deal with this on your behalf but please understand this will take a little longer.

### **Panasonic**

Fax rolls will not be accepted back as faulty items. If you have a problem with these items, please call the Panasonic service centre. Panasonic require the following information before accepting any Toner or Drum unit for assessment; a sample of what the products are doing, meter readings of when the toner/drum was installed and a reading of when it faulted. Panasonic are very strict with this and unless they have all three, they will not assess the goods. DSTech has no option but to insist that these three items of information must be supplied to us with your Return Request or your claim will have to be denied.

### **Samsung**

Toners and Drums returned as faulty will be checked by our Samsung technician. Our technician will require specific information detailing what is wrong with the item, if insufficient information is given, the Samsung technician will reject the claim. The results of our technician's inspection will be used to determine whether the claim is accepted or not.

### **Sharp**

Toners and Drums returned as faulty will be checked by our Sharp technician. Our technician will require specific information detailing what is wrong with the item, if insufficient information is given, the sharp technician will reject the claim. The results of our technician's inspection will be used to determine whether the claim is accepted or not.

### White box

If you have a faulty White Box item, please inspect the cartridge for a batch number and supply that number when you fax through the completed return form. This is usually a sticker on the cartridge itself that states “batch number” and has two lines underneath it. Not all White Box items have a batch number sticker. If a batch number is found and supplied on the request form a credit can be given without the return of the cartridge. However, if a batch number cannot be found the cartridge must be returned to Dynamic.

## Print Hardware

### CANON

**RMA Claims/Reseller support: 1800 648 952**

**End User Print Assist: 1300 460 738**

Canon have a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. The end user can contact Canon Print Assist on Ph. 1300 460 738. The reseller can contact Canon RMA Claims/Reseller support on Ph. 1800 648 952. If the goods are determined to be DOA/ Faulty they can be replaced directly by Canon or credited / replaced via the reseller. The reseller then lodges an RA request with DSTech. DSTech organise for the collection of goods from either the end user or the reseller's location. Returned goods are to be accompanied with a copy of the end-user invoice / purchase documentation. Once a credit is received from Canon we in turn issue a credit to the reseller.

### OKI

**Technical Support (End-user) - Email: [aus-support@oki.com](mailto:aus-support@oki.com) / Ph. 1300 200 654**

**Technical Support (Reseller) - Email: [aus-support@oki.com](mailto:aus-support@oki.com) / Ph. 1800 807 472**

OKI has a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty. 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 directly.

## Tech

### Acer

**Warranty – 1 to 3 years by model**

**Acer National Call Centre - 1300 365 100**

Acer have a National Call Centre support line for all end user product enquiries. The National Call Centre support line is the first place a customer should go to determine if their product is faulty. The end user can contact the Acer National Call Centre. If the National Call Centre department is unable to resolve the issue and it's within the DOA period, they will issue an “incident number” for the product. The product will then need to be returned to Acer along with the incident number and copy of proof of purchase for inspection of the goods and approval. If determined by Acer to be DOA the goods are replaced by the reseller or credited if that is what the end user wants.

## Asus

### **Warranty - 12 months - DOA Period – 14 – 30 Days by model from date of purchase.**

End-User takes the faulty unit back to the Reseller/Retailer within the DOA Period. Reseller/Retailer verifies the fault and applies for the DOA return on the ASUS SIP Online RMA Apply system. Please note: The ASUS SIP Online RMA Apply system is only available in Australia.

Upon acceptance of the DOA return, ASUS will issue a DOA RMA number. This number can be used to arrange the return of the product to DS/DST

Please complete a return request form to return the product, once the unit has been received and verified by DS/DST, credit will be issued for the approved claim.

## Bloody

### **Warranty - 12 months**

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issued the 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.

## BlueAnt

### **Warranty - 12 months**

If you have an issue with your BlueAnt product, and the product manual and FAQ are not helping to resolve the issue, please contact BlueAnt Customer Service team on [care@blueantwireless.com](mailto:care@blueantwireless.com) detailing the issue you are experiencing.

BlueAnt aim to respond to all enquiries within 1-2 Business days.

**Step 1.**BlueAnt receives the Customer's email and clarifies whether the issue is a Connection issue or a Hardware issue.

**Step 2.**For Connection issues the customer will be guided through the connection process by the BlueAnt Team. Almost all such issues will be resolved at this point.

If the issue is still unresolved or a Hardware issue, BlueAnt will check the Customer's Proof of Purchase, that the device is in the Warranty period and then proceed to issuing a replacement device, if appropriate.

**Step 3.**BlueAnt may require the Customer to return the current BlueAnt device prior to the shipment of a replacement device.

**Step 4.**Devices found to be faulty will be replaced. Non-faulty devices are returned to customer.

## Casio

### **Warranty – 1 to 5 years by model**

Casio Service Site <https://casioservice.shriro.com.au/>

Casio have a Service Site <https://casioservice.shriro.com.au/> this is the first place a customer should go for

## DSTECH – RA Terms and Conditions / Procedures. [ver08112023]

servicing support. If a fault is confirmed by our Customer Care team, either

- i) The consumer will be instructed to return the goods to the place of purchase OR
- ii) A service call will be scheduled to inspect, repair or changeover the product.

## Cyberpower

### Warranty - 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Dell

### Warranty – Up to 3 years

[Contact Us | Dell Australia](#)

Customer needs to lodge support ticket /call DELL Australia on link above, once they have an RMA from DELL, item can be returned to DST/DS.

## Divoom

### Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Dlink

### Warranty - 12 months - DOA if found faulty within 14 days of purchase D-Link Technical Support Australia: 1300 700 100 (Option 1)

Dlink have a technical support line for all end user product enquiries. The technical support line is the first place a customer should go to determine if their product is faulty.

One of Dlink friendly Technical Support staff will help you through the troubleshooting process. If the problem persists, the Technician will verify if the product is under warranty, and if so, provide you with a Return Material Authorisation (RMA) or Dead On Arrival (DOA) number. A completed RMA/DOA form together with return instructions will be sent to you by either email or fax.

If the product needs replacement or repair, please ensure you have the below items ready before returning the product to your Point of Purchase or to D-Link:

- 1) Copy of proof of purchase
- 2) A completed RMA/DOA form (from Dlink)

## Dorcy / Lifegear

### Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Ducati

### Warranty – 12 months

For warranty and technical support, customer must email [support@iqu-group.com](mailto:support@iqu-group.com) or call 1300 478 477. Please record the serial number and share in your communications to the contacts above. Ducati will assess if issues fall under a warranty repair process, user maintenance responsibility or other.

## Ecoxgear

### Warranty – 1 Year

Customers must first go to Ecoxgear with all defective cases to receive a Ecoxgear Service Repair Case Number (ESR number) before they can be returned for assessment.

Please email [support@ecoxgear.com.au](mailto:support@ecoxgear.com.au) the following details:

Name:

Email:

Contact Number:

Address:

Product Type:

Model:

Serial Number:

Date of purchase:

Fault Description:

A copy of the customer purchase invoice or retailer sale invoice for our reference.

Alternatively, customer can fill out the details here: <https://www.ecoxgear.com.au/pages/warranty-and-returns>  
ESR form needs to be attached with the returning products, so it is known who to return it to after the repair or replacement.

Products defective out of the box or fails within 14 days of purchase.

Ecoxgear – offer free return postage to retrieve the faulty product and dispatch a new replacement unit.

Products defective after a period of use and within the warranty period. 15 days to 5 years.

Ecoxgear – request the customer to post the unit back to Ecoxgear NSW for repair.

(Free return postage can be offered, case by case depending on fault)

Out of warranty repair.

Customer to post unit back for assessment, Ecoxgear offer quote on cost of repair.

Battery Issues:

Battery not holding charge for Trek, Boulder+ and Boulder Max

(If it happens – within 14 days of purchase)

Ecoxgear – will dispatch a new battery. (instead of shipping the whole unit back)

(If it happens after 1 year of purchase)

Please ask customer to purchase new battery from Ecoxgear website or choose the battery replacement program.

### **Warranty – 12 months**

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

### **HP USB**

#### **Warranty - 12 months**

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

### **Jackery**

#### **Warranty – 2 years**

To obtain warranty service, customers must contact Jackery's customer service team at [hello.aus@jackery.com](mailto:hello.aus@jackery.com) Jackery will replace (at Jackery's expense) any Jackery product that fails to operate during the applicable warranty period due to defect in workmanship or material. A replacement product assumes the remaining warranty of the original product.

#### Process for Returning Product

Please carefully read conditions below. If conditions are not met, Jackery reserves the right to refuse the exchange or refund.

To return an item you'll need to obtain a Return Material Authorization (RMA) number. Jackery will not accept returns without prior authorization and an RMA number. You can get an RMA form by contacting us via email for assistance.

1. Obtain a Return Merchandise Authorization (RMA) Number:

All returns must have an RMA number for processing. Contact Jackery at [hello.aus@jackery.com](mailto:hello.aus@jackery.com) for assistance.

2. Write the RMA number on the shipping label on the outside of the package.

RMA numbers should be clearly displayed on the return shipping label of any package being returned to Jackery. Do not write the RMA number on the actual box. Packages without an RMA number on the return shipping label may not be accepted by our warehouse.

### **Lenovo**

#### **Warranty – Up to 3 years**

#### [Contactus - Lenovo Support AU](#)

Customer needs to lodge support ticket /call Lenovo Australia on link above, once they have an RMA from Lenovo, item can be returned to DST/DS.

### **Leqismart**

For warranty and technical support, customer must email [support@iqu-group.com](mailto:support@iqu-group.com) or call 1300 478 477.

Please record the serial number and share in your communications to the contacts above. Leqi will assess if issues fall under a warranty repair process, user maintenance responsibility or other.



## LG monitor

**Warranty - 36 Months – DOA Period - 7 Days from date of purchase.**

**Reseller** - [directdealersupport@lge.com.au](mailto:directdealersupport@lge.com.au)

**End-user** - <https://www.lg.com/au/support>

LG have support online at <https://www.lg.com/au/support> for all end user product enquiries. The online support site is the first place a customer should go to determine if their product is faulty.

## Lindy

**Warranty - 12 months**

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Logitech

**Warranty - 12 months**

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Max Cases

**Warranty - 12 months**

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Microsoft

[Contact Us - Microsoft Support](#)

Customer needs to lodge support ticket /call Microsoft Australia on link above, once they have an RMA from Microsoft, item can be returned to DST/DS

## Monster

**Warranty – 1 Year**

The first point of contact for ALL product related enquiries should be Tempo (Aust) Pty Ltd. Tempo can be contacted via the phone or email on 1300 886 649 or [info@tempo.org](mailto:info@tempo.org) Customers should contact the After Sales Support Team to obtain an RA (return authority) if required before taking the product back to the store. Products returned without an RA number will be rejected and returned to stores.

## Philips

### Warranty – 1 Year

The first point of contact for ALL product related enquiries should be Tempo (Aust) Pty Ltd. Tempo can be contacted via the phone or email on 1300 886 649 or [info@tempo.org](mailto:info@tempo.org) Customers should contact the After Sales Support Team to obtain an RA (return authority) if required before taking the product back to the store. Products returned without an RA number will be rejected and returned to stores.

## PNY

### Warranty – 12 months

Reseller's request a Return Authorisation Number on DS/DST website. You will need to supply a copy of the end user invoice along with a full fault description. Once RA has been issues the 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.

## Shokz

### Warranty – Up to 2 years

Customers to reach out to Shokz first via their warranty claim form found here: <https://help.shokz.com.au/s/submit-case-form?recordType=Warranty>

## Wellcare

### Warranty – 1 Year

The first point of contact for ALL product related enquiries should be Tempo (Aust) Pty Ltd. Tempo can be contacted via the phone or email on 1300 886 649 or [info@tempo.org](mailto:info@tempo.org) Customers should contact the After Sales Support Team to obtain an RA (return authority) if required before taking the product back to the store. Products returned without an RA number will be rejected and returned to stores.