

Faulty Goods Returns Procedure

Definition:

A “faulty” product is a Product returned by the customer to Barcode Australia that failed to operate in accordance with its functional specifications.

- **Dead on Arrival (DOA) Products**
- A DOA product is a faulty product which has failed straight out of the box.
- **Warranty Products**
- A “Warranty” Product is a faulty product which has failed within the warranty period. The warranty period for each product varies depending upon the manufacturers policies.

Returns Procedure (for Faulty Products)

1. All returns **MUST** be accompanied with either Barcode Australia’s [Return For Credit \(RFC\)](#) form or [Repair Authorisation \(RA\)](#) form.
2. Customer must supply:-
 - i. Barcode Australia Account Number (if applicable)
 - ii. Barcode Australia Invoice Number
 - iii. Product Code/Name/Model
 - iv. Quantity of goods returned
 - v. Serial number for each product returned
 - vi. Fault details for each product returned
 - vii. Pre-authorisation number
3. Under manufacturers’ instructions, Barcode Australia will issue a credit, replacement or repair for the return of the faulty product. Replacement or repair returns may result in delays due to stock availability and lead times.
4. The customer will indemnify Barcode Australia for any expenses incurred in servicing any warranty claim relating to the misuse of the product or hard disk failure.
5. Any physical damage incurred on the faulty product due to misuse of the product will void the warranty and is the Customer’s responsibility.
6. The customer should provide a **detailed description of the fault/problem**. Any no fault found charges from the manufacturer will be at the Customer’s expense.
7. For Bonus products, Barcode Australia will only provide a replacement. If the product is discontinued or obsolete, the warranty will be handled by Barcode Australia on a case by case basis.
8. If Barcode Australia approves an RFC/RA for return under warranty, the Customer is responsible for freight to Barcode Australia’s premises or nominated destination. Barcode Australia will be responsible for the replacement/repaired/exchanged product’s return freight only.
9. All faulty products must be returned as a complete set which includes all the components supplied originally such as Cables, Power Adaptors, CD, etc along with the original packaging.