

OZ-Hypermart Corporation

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A) Product Warranty Policy

1) Limited Warranty Coverage

- If product does not work properly because of a defect in materials or workmanship, OZ-Hypermart Corp. will, for the length of the period of 30 days(unless stated otherwise), starting with the date of original purchase (invoice date), at its option to replace the product.
- The decision to replace will be made by OZ-Hypermart Corp. During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" Limited Warranty period, there will be no charge for parts.
- The customer pays the freight for shipping the defective products to OZ-Hypermart Corp. Shipping and handling fees are not refundable. After repair or replace. OZ-Hypermart Corp. will ship and pay for the products being shipped back to the customer.
- Full manufacturer's warranties are supplied with merchandise purchased from OZ-Hypermart Corp. After the return period (30 days) has expired, please contact the manufacturer to resolve any problems with your equipment.

2) Limited Warranty Limits and Exclusions

- This limited Warranty ONLY COVERS Failures due to defects in material or workmanship, and DOES NOT COVER normal wear and tear, cosmetic damage or similar.
- All due care is take in packing of goods so items that become faulty as a result of transport/mishandling are not covered by our warranty policy and are covered by the carriers insurance (if buyer has requested and paid for such insurance).
- The limited Warranty DOES NOT COVER damages due to external causes including, but not limited to, failures which are caused by products not supplied by OZ-Hypermart Corporation
- The Limited Warranty DOES NOT COVER damages and/or failures which result from negligence, accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustment, improper maintenance, power surge, problems with electrical stability, failure to maintain environmental conditions within operating range specified by manufacturer, relocations or attempts to relocate systems, lighting damage, modification, service by anyone other than authorized service providers, usage not in accordance with product instructions, failure to perform required preventive maintenance, problems caused by use of parts and components not supplied by OZ-Hypermart, and/or adding or altering components without concurrence of OZ-Hypermart technical support.
- Any signs that the serial numbers or warranty sticker have been altered or tampered will void this warranty.
- There is no expressed warranty excepts as stated under "Limited Warranty Coverage". Under no equitable theory shall OZ-Hypermart Corporation be held liable for monetary

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and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar OZ-Hypermart Corporation Limited Liability policies.

B) Technical Support

1) Technical Support Availability

- OZ-Hypermart Corporation is dedicated to your satisfaction. OZ-Hypermart's Technical Support Team will make every effort to solve the problem over the phone or via email. If we cannot solve the problem over the phone or via email, an RMA number will be issued.
- Information Needed When You Call
 - Sales Order ID**
 - Details of the Problem**

2) Technical Support Contact Information

- Technical Support Hours
Monday through Friday: 10:00 am – 5:30 pm
- Technical Support Phone Number
03-90016726
- Technical Support Email
Email: OZHypermart@gmail.com

C) RMA Procedures

1) Return Material Authorization

- All returns require an RMA (Returned Material Authorization) number. Please contact OZ-Hypermart's customer service representative or complete the RMA request form to obtain an RMA number prior to returning product.
- Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned. Vandon's customer service representative will give the customer a return authorization number and ship to address to return the product.
- Products will not be accepted by OZ-Hypermart Corp. RMA department for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Products must be returned within 30 days after the date of RMA number issued. After a 30-day period, the RMA number issued will be invalid. Please do not return products with invalid RMA numbers; Contact OZ-Hypermart's customer service representative if your RMA number is invalid.

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2) Warranty Returns

- Products to be returned must be within the applicable warranty period. If the warranty period is over, the original product will be returned to the customer.
- The RMA number for Warranty Return will be issued within 24 hours from the time that the RMA application form is received by OZ-Hypermart.

3) Non-Warranty Returns

- If the customer wishes to return a product for repair that is no longer within the warranty period, or for damage not covered by the warranty, an OZ-Hypermart representative will advise the customer of the estimated cost of the repair.
- Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

D) RMA Credit Policy

1) Returns for Credit & Credit Types

Returns for credit that require OZ-Hypermart's management approval may take up to 48 hours for processing/approval. Products can be returned for credit with the following conditions:

- **Dead on Arrival (DOA):** Customer must report DOA units to OZ-Hypermart's RMA department in 14 calendar days after the product is received. Customer can request either return for credit or replacement. If replacement is requested, OZ-Hypermart will ship the replacement in 7 calendar days and invoice customer for the replacement. A credit memo will be issued to the customer after the DOA product is received and verified.
- **Evaluation Return:** Customer must notify OZ-Hypermart's RMA department before or at the end of the evaluation period if customer decides to return the evaluation unit. An RMA number must be obtained from OZ-Hypermart prior to returning the unit.
- **Short Shipment:** Customer must report for any item received short-shipped or wrong products received in 7 calendar days after the product is received. Customer can request either shipment of missing items, replacement of wrong item or return for credit. If shipment of missing items or replacement of wrong items is requested, OZ-Hypermart will ship the replacement in 7 calendar days. A credit memo will be issued to the customer after the returned product is received and verified.
- **Non-Open-Box Return:** In a case where a customer places an incorrect order, over stock or double orders. The customer can request return for credit with the following restocking fee applied.
- **Restocking Fees:** A 15% restocking fee would apply to the non-open-box when returned within 30 days after the invoice date.
- **Return Condition:** All valid return for credit products must be returned in the

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original packaging in "as new" condition with all items and accessories originally shipped with the product. Any damages will be assessed and the cost of repair or refurbishment will be deducted from the credit issued.

- **No Credit DOA:** No credit will be given to the customer for DOA products received by OZ-Hypermart beyond 30 calendar days after the invoice date. No credit will be given to all non-cancelable, non-returnable, custom order parts.

E) RMA Transportation Policy

1) Transportation Charges

- All customers are responsible for all freight charges involved in shipping the defective products to OZ-Hypermart Corp. OZ-Hypermart Corp. will cover the cost of returning products that are under warranty to customers after repair or replacement.
- Customers are responsible for all transportation, insurance, duties and other similar charges for all returned products shipped outside Australia and must ensure that the product is appropriately packaged. Shipping damages resulting from improper packaging will be the customer's responsibility.
- OZ-Hypermart is not responsible for product lost during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid.

2) Transportation Damages

- In cases of transportation damage, customer is responsible for filing any and all claims with the shipping carrier.
- To avoid any potential risk that an RMA product is lost or damaged while in transit to OZ-Hypermart, it is recommended that the customer insured the RMA product since the customer is 100% responsible for the RMA product while in transit to OZ-Hypermart.
- We urge customers to pack the RMA product carefully to avoid transit damage.

3) Refused Shipment Restocking Fees

- If a customer refuses a shipment, credit will be issued after the refused product is received and verified by OZ-Hypermart. The shipping charge plus 15% restocking fees will be billed to the customer.

F) RMA Shipping Instructions

1) Product Non-Acceptance

- Products will not be accepted by OZ-Hypermart Corp. if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

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- Any products refused by OZ-Hypermart will incur the fees and/or charges applied by the shipping carrier, and shall be the sole liability of the original shipper.

2) Sample RMA Shipping Label

OZ-HYPERMART CORPORATION

Attention: RMA Department

ADDRESS

ADDRESS

RMA NO: # _____

(Please send email to us to request return address, we will provide return address nearest to your location)

3) Package Identification

- Each box must reference the following information: Customer/Contact Name – Return Address – Phone Number – RMA Number (issued by authorized OZ-Hypermart source)
- The RMA Number must be written on the outside of the shipping container for identification purposes.
- Shipments not properly identified will be refused.
- If available, use the original box/packaging to ship back RMA unit to avoid transit damage.

4) RMA Rejection Policy

Products will not be accepted by OZ-Hypermart Corp. if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package. OZ-Hypermart reserves the rights to return any RMA product received that does not comply with the information given on the original Return Material Authorization (RMA) request, such as:

- Invalid RMA number.
- RMA number not visible and/or not on the box shipping label.
- RMA condition described by customer differs from actual product condition
- Expired RMA number
- Unauthorized return (no RMA # was issued)
- No OZ-Hypermart serial number/warranty sticker on the product
- Product physically damaged.

If you have any questions regarding OZ-Hypermart's RMA procedures, product returns policies and/or other similar issues, please call OZ-Hypermart's Customer Service and RMA Department during office hours, Monday through Friday (9:00 am – 5:00 pm)

- Phone: 03-90016726
- Email: OZHypermart@gmail.com

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G) OZ-Hypermart's Product Warranty

1) Limited Product Warranty

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- The Limited Warranty DOES NOT COVER damages due to external causes including, but not limited to, failures which are caused by products not supplied by OZ-Hypermart Corporation.
- The Limited Warranty DOES NOT COVER damages and/or failures which result from negligence, accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustment, improper maintenance, power surge, problems with electrical stability, failure to maintain environmental conditions within operating range specified by manufacturer, relocations or attempts to relocate systems, lighting damage, modification, service by anyone other than authorized service providers, usage not in accordance with product instructions, failure to perform required preventive maintenance, problems caused by use of parts and components not supplied by OZ-Hypermart, and/or adding or altering components without concurrence of OZ-Hypermart technical support.
- Any signs that the serial numbers have been altered or tampered will void this warranty.

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H) OZ-Hypermart's Limited Liability

1) Limited Liability

- OZ-Hypermart Corporation is not liable for incidental or consequential damages resulting from the use of OZ-Hypermart products or arising out of any breach of OZ-Hypermart's full limited warranty.
- Under no equitable theory shall OZ-Hypermart Corporation be held liable for monetary and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar OZ-Hypermart Corporation Limited Liability policies.
- OZ-Hypermart Corporation is not liable for damages or reimbursement for lost time, lose revenue, cost of having someone remove or re-install an installed unit if applicable, or travel to and from the service providers.
- All expressed and implied warranties, including the limited warranty of Merchantability are limited to the period of the limited warranty, unless otherwise indicated in writing by OZ-Hypermart Corporation.

2) Customer Responsibilities

- By requesting service, the eligible customer acknowledges the terms of the limited warranty, including the disclaimer and limitation of liability provision.
- Prior to seeking service, the end user must back-up all data, programs, files and/or similar digital documents that may become damaged and/or lost due to service.
- OZ-Hypermart Corporation, WITHOUT LIMITATION, is not responsible for lost, damaged or otherwise destroyed data due to service.

3) Disclaimer

OZ-HYPERMART RESERVES THE RIGHT TO CHANGE ANY OF ITS TERMS OF SERVICE, WARRANTY POLICIES, SERVICE PROGRAMS, SERVICE METHODS AND/OR SIMILAR POLICIES AT ANY TIME AND WITHOUT PRIOR OR FORMAL NOTICE TO ITS CUSTOMERS, VENDORS, RESELLERS, END USERS OR SIMILAR.