

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.

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.

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. (NO EXCEPTIONS)

NOTE: Goods that have been opened but not used/installed and/or goods that were invoiced by Dynamic Supplies 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 Dynamic Supplies.

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.

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

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

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. Compatible products will not be tolerated.

Fuji Xerox

Dynamic Supplies does not accept return of faulty Fuji Xerox product. End user must contact the Fuji Xerox Customer Support Centre on 0800 449 177. If Fuji Xerox deems the customer's 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

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

Kyocera

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 0508 596 2372 for repair or replacement.

Lexmark

All faulty Lexmark consumables are to be returned back to Dynamic Supplies. You must return these items with print samples and/or descriptions of the fault. Lexmark toners and inks will be weighed and tested for faults by our technician and a credit will be issued accordingly.

Oki

Dynamic Supplies does not accept return of faulty OKI product. End users must contact the OKI Customer Service Satisfaction Centre on 0800 778800 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.

Print-Rite

The Print-Rite returns policy is very simple & user friendly. If you have a faulty cartridge all you need to do is fill out the return request form as per usual, but you must also include the batch number, which is easily found on the side of the cartridge. **DO NOT RETURN OR DISPOSE OF THE ITEM.** Only when you have received confirmation of the credit, may you dispose of the cartridge, as you may be asked to return the faulty cartridge for testing.

Samsung

This is in relation to all Samsung hardware and consumables. If a Samsung item should fail to operate correctly within 14 days of the End User's purchase date, please complete the Return Request Form as usual but take note that you must include a copy of your invoice to your customer as proof of purchase when faxing your request through. Dynamic cannot make a claim without this and Samsung will not authorise credit without this. Dynamic Supplies will arrange collection and pay freight for faulty hardware. A credit will only apply when Samsung have collected the item from Dynamic Supplies and deem it as faulty. This takes up to 8 weeks from the time the faulty item returns to Dynamic.

Should a failure occur after the 14 day period, the claim will be processed by Samsung directly, and the End User/Consumer should call the Samsung Customer Care Centre on 0800 726 786. Dynamic Supplies will not have any involvement if it is outside the 14 day D.O.A. period.

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.