

Hallmark Credit Returns and Warranty Policies and Procedures

v3.1

This procedure serves only as a **QUICK REFERENCE GUIDELINE**.

Please refer to the Terms and Conditions attached to the
Dealer Application Form for complete details.

DOA / RETURN POLICY

(Non-Defective Products)

- a) Customers may return non-defective products but will attract a Restocking Fee of \$20ex or 15% of the original value (whichever is higher).
- b) Goods must be returned with original invoice and must be complete, unopened, and in new condition. Where applicable, goods will be tested before credit is given.

(DOA Product – means that the product is found defective on the early stage of usage or out of the box)

- c) Hallmark DOA period is 7-days from date of purchase.
- d) Defective goods must be returned in its original packaging with all accessories included.
- e) Goods will be tested before credit is given.

(No Return for Credit after 7-days)

- f) After 7-days all sales are final and no return for credit will be issued.

Eq. In the unlikely event that Dealer sells the product after 7-days and End-user finds it “DOA”, Hallmark will not be held responsible and no return for credit will be issued. The Dealer or End-user shall contact the original manufacturer directly to report the product as “DOA”.

Otherwise defective products that fall outside of the 7-days Return Period will be subject to Hallmark Warranty Policies and Procedures.

(Non-stock Items)

- g) Special orders or non-stock items are sold on a “no-return basis”.

PAYMENT

- a) All payments are cash or bank cheque unless application for company account has been previously approved.
- b) Hallmark reserves the right to charge \$25ex Documentation Fee for each returned cheque.
- c) Should credit facilities become overdue or be exceeded, all such facilities shall be immediately suspended and trading will revert back to COD

DELIVERY

- a) Component orders in the metropolitan area shall be dispatched free of charge for orders over the value of \$300ex.
- b) Delivery of orders that total below \$300ex will attract a \$10ex Delivery Fee.
- c) System orders will be dispatched free of charge in the Darwin metropolitan area three (3) working days
- d) Notification of courier pick-up deadline must be received a minimum of 3 working hours prior to pick-up. All freight costs shall be borne by the purchaser.
- e) Delivery of non-stock items is between 7~10 working days. All freight costs shall be borne by the purchaser.

HALLMARK WARRANTY POLICIES AND PROCEDURES

(Warranty Void)

- a) Warranty is void if labels are removed from products or tampered with.
- b) Any physical damage incurred on the faulty product due to the misuse of the product will void the warranty and is the Reseller / Customer's responsibility.

(Required Documents)

- c) Obtain "Return Materials Authorisation" Form (See **Annex I**) from our website and fill-in with required information. Please provide correct and exact fault description for testing purpose (eq. CD won't spin) not just "Faulty" or "Not working".
- d) Accessories that could possibly attribute to the fault of the item should also be provided and noted down on the "Items Return with" section of the RMA form.
- e) Attach a copy of the original invoice.
- f) Goods must be in suitable packaging with reasonable protection and marked: "Attention : Warranty Department".

(Back-up your data)

- g) If you are shipping a system or a device containing data, you are responsible for backing up such data prior to shipment. All of your data and applications may be erased during the repair process. Hallmark will not be responsible for any loss or corruption of your data on your equipment. Hallmark is also not responsible for warranty on any software program loaded.
- h) Hallmark reserves the right to replace all faulty hardware with equivalent hardware. If the hardware is part of a kit, only the faulty component will be replaced, not the full kit.

(No-Fault-Found Fee / Inspection Fee)

- i) Items tested and found without fault will incur a minimum of \$40ex Fee.
- j) All quotes for repair will incur a \$40ex Inspection Fee.

(Turnaround Time)

- k) Replacements or Repair turnaround times are totally dependent on the availability of parts. Hallmark can not be held responsible for delays caused by interstate suppliers, where warranty repairs are not being carried out by Hallmark Darwin.

(Shipment Charges)

- l) All costs of returning goods to Hallmark, including insurance, must be borne by the customer.

WARRANTY PERIOD

- a) Hallmark Warranty starts from the date of purchase from Hallmark by the Reseller.
- b) Original Manufacturer's Warranty starts from the date of purchase from the Reseller by the End-User.
- c) See **Annex II** for complete details of warranty period and contact information.

HALLMARK WARRANTY LABELS

- a) Custom-build System shows the Expiry Date of the Warranty.
- b) Components / Peripherals shows the Warranty Start Date and Warranty Period.
- c) See **Annex III** for sample of Warranty Labels.

HALLMARK & UEE (United Electrical Engineering) WARRANTIES

Warranty applies only to Electrical, Mechanical & Electronic Breakdown which causes sudden and unforeseen damage to the machine. Computer owners are responsible for software and / or data fault, consumables, incompatibility, surging, user error and wear and tear. Warranty is void if labels on components are torn or removed.

Please ensure the computer system cover under warranty is plugged into an approved Surge Protection unit and not directly into a mains power supply. If this is not complied, the warranty will be void.

Hallmark offers optional UEE onsite warranties. Please refer to the UEE Customer Care Program detailed conditions posted at the Hallmark Home Page.

A minimum call out fee of \$88ex will be charged if no fault found is diagnosed, upon inspection of goods.

Annex I

(Return Materials Authorisation Form)

Hallmark Computer International (N.T.) Pty. Ltd.

Unit 3, 60 McMinn Street, Darwin NT 0800

Tel: (08) 8981 9111 Fax: (08) 8981 8444

ACN – 28 079 026 305

Email: dartech@hallmark.com.au

Visit our support site: <http://www.hallmark.com.au/support.html>

RETURN MATERIALS AUTHORISATION FORM (v1.5)

Company Name: _____

Contact Person: _____

Email Address: _____

Telephone: _____ Date of Return: _____

Returned Item: _____ Serial Number: _____

Product Code: _____ Invoice Number: _____

Operating System: _____ Items returned with: _____

System Administrator Password: _____

Fault: (please describe in detail)

CONDITIONS OF WARRANTY

1. Customers must complete and return this form with a copy of the invoice for a warranty claim. Any item not returned with the correct invoice may incur a **\$20ex Admin Fee** and may have a longer turn around time.
2. Warranty is void if labels have been removed or tampered with.
3. When returning items, goods must be in original or suitable packaging with reasonable protection and marked: **Attn- Warranty Department.**
4. **Items tested and found without a fault may incur a minimum \$40ex Fee.**
5. **Hallmark Computer International (NT) Pty Ltd does not accept any liability under any circumstances for any data loss caused by the testing, replacement or repair of any component.** Customer must backup important data prior to goods being returned to Hallmark.
6. **All items should have a meaningful fault description, e.g."CD won't spin up" - not just "Faulty" or "Not Working". Returned items will be tested for the described fault only.**
7. Hallmark reserves the right to replace all faulty hardware with equivalent hardware. If hardware is part of a kit, only the faulty component will be replaced – not the full kit.
8. Accessories that could possibly attribute to the fault of the item should also be provided.
9. Hallmark will not be liable for any damage/loss of additional parts/components that are not listed in the "items returned with" section
10. All quotes for repair will incur a **\$40ex Inspection Fee.**

I have read and agree to the above Conditions of Warranty

Name: _____ Signed: _____

Date: _____

Annex II

(Warranty Period)

HALLMARK COMPUTER INTERNATIONAL

Warranty Period

Last Updated: 12-October-09 DT

Products	Warranty	What To Do
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COMPONENTS

Motherboard	1 Year	<p>Subject to Hallmark Credit Returns and Warranty Policies v3.0 (below procedure is only for quick reference guide)</p> <p>- After 7 days, all sales are final</p> <p>- <u>When returning goods:</u> - Fill-out RMA Form - Submit copy of the invoice</p> <p>- Defective goods will be tested and once confirmed, Hallmark replaces faulty hardware. Otherwise, items tested and found without fault will incur a minimum of \$40ex fee.</p> <p>- Where applicable goods returned for credit will be tested before credit is given. Return of non-defective goods will attract \$20ex or a 15% restocking fee whichever is higher</p>
CPU	1 Year	
Memory	1 Year	
Video Card	1 Year	
Sound Card	1 Year	
3.5" Hard Drive	1 Year	
Optical Drive	1 Year	
Add-on Cards	1 Year	
Internal Modem	1 Year	
Network Card	1 Year	
Backup Drives	1 Year	
Floppy Drive	1 Year	
Barebone	1 Year	
Case/Chassis	1 Year	
Power Supply	1 Year	

EXTERNAL COMPONENTS

External Modem/Router	1 Year	<p>Hallmark Warranty Policies apply</p>
Network Hub / Switch	1 Year	
External Hard Drive	1 Year	
Enclosure	1 Year	
USB / Flash Drives	1 Year	
Keyboard & Mouse	1 Year	
Speakers	1 Year	
Headphones	1 Year	
UPS - Upsonic Parts	3 Years	
- Internal Batteries	2 Years	

SYSTEM

Custom-build	2 Years	Hallmark Warranty Policies apply
HP Desktop	As advertised or per Manufacturer's Warranty	HP Call Center (On-site Repair) Call : 131047 Website : http://hp.com.au
Lenovo Desktop	As advertised or per Manufacturer's Warranty	Technical Support Call : 131 426 / 1300 880 917 Website : http://lenovo.com.au

SERVER

ASUS Server	3 Years	ASUS Warranty Policies apply
Custom-Build Server	2 Years	Hallmark Warranty Policies apply
Server Components	1 Year	Hallmark Warranty Policies apply

HALLMARK COMPUTER INTERNATIONAL

Warranty Period

Last Updated: 12-October-09 DT

Products	Warranty	What To Do
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NOTEBOOK

ASUS Notebook	As advertised or per Manufacturer's Warranty	Free 2-Year Australia Wide Pick-up and Return Call : 1300 278 788 Website : http://www.asus.com.au
HP Notebook	As advertised or per Manufacturer's Warranty	HP Call Center (On-site Repair) Call : 131 047 Website : http://hp.com.au
Lenovo Notebook	As advertised or per Manufacturer's Warranty	Technical Support Call : 131 426 / 1300 880 917 Website : http://lenovo.com.au
LG Notebook	As advertised or per Manufacturer's Warranty	LG Service Center Call : 1300 788 184 / 1800 544 357 Website : http://au.lge.com

MONITOR

ASUS LCD Monitor	As advertised or per Manufacturer's Warranty	Australia Wide Pick-up and Return Call : 1300 278 788 Website : http://www.asus.com.au
LG LCD Monitor	As advertised or per Manufacturer's Warranty	Service Center in Darwin Call : New Age Electronics # 8948 1755 Website : http://au.lge.com
ACER LCD Monitor	As advertised or per Manufacturer's Warranty	RTB Warranty Procedure: 1) Log-on to ACER Helpdesk : http://helpdesk.acer.com.au/ 2) Register your account 3) Obtain job number 4) ACER will arrange any of the following : * On-site Repair * Pick-up, Repair, and Return

EXTENDED WARRANTY

NAXWTY	ASUS Extended 3rd Year Warranty for Notebook (Total 3 Years Warranty)	
UEENB2X	UEE 2-Years Extended Warranty for Notebook (After the manufacturer's warranty expires)	
HMPC3YR	UEE Total Care for 3-Years On-site repair for Custom-build Systems (Inclusive of Hallmark's 2-Years warranty)	

Annex III

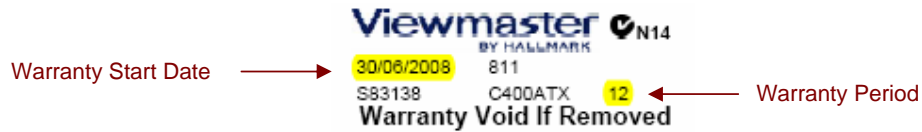
(Sample of Warranty Labels)

HALLMARK WARRANTY LABELS

a) Custom-build System



b) Components / Peripherals



Annex IV

(Summary of FEEs)

SUMMARY OF FEES

DESCRIPTION	MIN. FEES
Admin Fee (if goods returned without copy of the correct invoice)	\$20ex
Bounced Cheque	\$25ex
Restocking Fee for Return of Non-Defective Items	\$20ex or 15% of original value (whichever is higher)
Delivery Fee (if goods ordered below \$300ex)	\$10ex
No-Fault-Found Fee	\$40ex
Quote for Repair	\$40ex
Labour Charge (after Warranty expires)	\$40ex per 30mins
UEE Call-out Fee if no fault is found	\$88ex