



F7Digital

REFUND POLICY

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Returns

F7 DIGITAL NETWORKS classifies returns into two categories:

- No fault returns
- Faulty returns

In both cases, the return of any item to F7 DIGITAL NETWORKS must first be authorised by F7 DIGITAL NETWORKS in accordance with the following process:

1. The Customer must obtain a Return Authorisation Number (RA Number) from F7 DIGITAL NETWORKS prior to shipping the defective products to F7 DIGITAL NETWORKS.
2. The Customer shall then be authorised to return the defective products, noting the RA Number and proof of purchase, to F7 DIGITAL NETWORKS or the Authorised Service Centre of F7 DIGITAL NETWORKS.
3. Any shipping labels (including the RA Number) must be affixed to shipping cartons using removable labels, and not written directly onto the shipping carton.

F7 DIGITAL NETWORKS will not accept any return or claim under the manufacturer's warranty of a defective product if Customer does not comply with the above procedure.

No Fault Returns

A "No Fault" product is a Product returned by the Customer to F7 DIGITAL NETWORKS where the return is not due to the fault of F7 DIGITAL NETWORKS or any fault of the Product.

Where the Product was sold to the customer on a "No Returns Basis" or as a "Discontinued Product", F7 DIGITAL NETWORKS has no obligation to accept the return of the Product, but may do so at F7 DIGITAL NETWORKS' absolute discretion.

For any other reason, F7 DIGITAL NETWORKS may accept return of the Product subject to the following terms and conditions:

1. Customer must notify F7 DIGITAL NETWORKS in writing within 7 days of the invoice relating to those Products
2. Products must be in pristine, unopened condition with all seals intact
3. Return freight is the responsibility of the customer
4. F7 DIGITAL NETWORKS will charge a restocking fee, which unless otherwise agreed in writing by F7 DIGITAL NETWORKS to the Customer, will be the lesser of
 - i. 50% of the price paid by the Customer or
 - ii. If F7 DIGITAL NETWORKS is able to return the Product to the manufacturer or our supplier, the restocking fee (plus any shipping fees) F7 DIGITAL NETWORKS is charged to restock the Product

Faulty Returns

A "Faulty" product is a Product that either

- Was "Dead on Arrival" (DOA) meaning the Product failed straight out of the box or very shortly thereafter, with the DOA period being determined by the vendor's policies,
- Fails during the warranty period of the Product. The method in which F7 DIGITAL NETWORKS handles faulty product returns varies between vendors. F7 DIGITAL NETWORKS does not handle all such returns.

To process a faulty return, the Customer should:

1. Check the vendor's warranty terms and conditions;
2. Supply to F7 DIGITAL NETWORKS the details of the Product including product codes, serial numbers, purchase dates, invoice numbers and a description of the fault.

F7 DIGITAL NETWORKS will contact the vendor and, on their advice, will either:

1. Instruct Customer how to arrange a return or repair directly with the Vendor
2. Issue a credit, replacement, or repair for the faulty product.

No guarantee is made in relation to the availability of replacement products or repair times. The Customer is responsible for all shipping charges to return the faulty Product to F7 DIGITAL NETWORKS or the vendor. All faulty products must be returned as a complete set which includes all components that were originally supplied including cables, power adapters, accessories, manuals, disks and packaging material.

To the full extent permitted by law, F7 DIGITAL NETWORKS will not be liable and has no obligation to accept or process any claim for any return request if:

1. There has been damage to or defects in the Products that have been caused by the improper storage, warehousing or transport, or by any neglect, abuse or improper use, installation, maintenance or unauthorised repair, in each case by any person other than F7 DIGITAL NETWORKS;
2. The Product has been added to, varied, or otherwise modified by, any person other than F7 DIGITAL NETWORKS;
3. In connection with the claim Customer alleges that cartons were damaged in transit but the Proof of Delivery (POD) does not identify that cartons were damaged in transit.

Cancellations

Unless otherwise agreed in writing by an authorised officer of F7 DIGITAL NETWORKS, Customer may not cancel an order which has been accepted by F7 DIGITAL NETWORKS.

F7 DIGITAL NETWORKS will not unreasonably withhold agreement to cancel an order if F7 DIGITAL NETWORKS is able to cancel the order with its suppliers without cost, or if there is cost, where the Customer has agreed in writing to reimburse F7 DIGITAL NETWORKS for that cost.