

Return & Refund Policy

ACA Pacific is committed to providing quality products and associated services as described in our proposals and quotations. Should there be a physical and/or functional problem with any ACA Pacific supplied product, ACA Pacific will assist in obtaining vendor support for repair and or replacement during the warranty period that is outlined by each specific product vendor.

If a reseller deems that a supplied product is no longer required and/or surplus to requirements, providing that the product has not be used and is in re-saleable condition, a reseller may request a Return for Credit of goods.

1. Request for Refund

If supplied goods are to be returned for credit, a completed Request for Credit application form (*available on the ACA Pacific website - www.acapacific.com.au*) is to be sent to rma@acapacific.com.au.

Once a Request for Credit application has been received by ACA Pacific, the form will be emailed back to the sender with a Return Authority (RA) number. The RA number is to be used for all subsequent correspondence related to the Request for Credit and will be valid for a period of 7 days.

All Request for Credit applications will be processed and approved at the sole discretion of ACA Pacific providing the application not be in breach of any of the following criteria:

- (i) Products returned for credit must be in original manufacturers condition with all associated components intact;
- (ii) Packaging must not have been opened;
- (iii) Packaging must not be damaged or soiled;
- (iv) Software products must not have been registered;
- (v) Products must not be a customer or build-to-order solution.

Goods that do not meet this criterion will be returned at the resellers expense and the original invoice will be deemed payable.

Request for Credit applications that are received within 14 days of the ACA Pacific invoice date, if approved will be credited at the full original invoiced amount.

Request for Credit applications that are received after 14 days but less than 30 days of the ACA Pacific invoice date, once approved will incur a restocking fee of 20% and will be credited to the value of the original invoiced amount less 20%.

Request for Credit applications that are received after 30 days of the ACA Pacific invoice data will not be accepted.

Any returned goods that are received after 7 days from the data a RA number is issued will not be accepted and the Request for Credit application will be denied.

All returned goods required the RA number labelled and clearly displayed on the outside of the original shipping carton. please do not write directly on the product or its retail packaging. If the RA number cannot be identified, the product will be returned immediately at the reseller's expense.

Any freight costs associated with the return of goods to ACA Pacific are the responsibility of the reseller.

2. Request for Return

An ACA Pacific Return Authorisation Request Form must be submitted and approved prior to returning any Products to ACA. ACA will accept returns where the product is:

- (i) within 30 days of invoice, and
- (ii) an open support case raised with ACA if suspected as being DOA. A 'DOA' (Dead on Arrival) product is a faulty Product that failed in the early life of usage or out of box. The DOA period for each Product will vary based on vendor policies, and commonly ranges from 7 to 30 days, and
- (iii) the Product is undamaged and complete.

ACA will use internal discretion for returns where the Product is:

- (iv) no longer required by the End User.

ACA will not accept returns under any circumstances where the Product is:

- (v) outside of 30 days of invoice, or
- (vi) damaged to the extent requiring repair or replacement, or
- (vii) in any way not considered in resaleable condition, or
- (viii) specified as non-returnable prior to sale, or
- (ix) classified as software and has been used, or
- (x) damaged or incomplete but still in resaleable condition, or
- (xi) build-to-order, a service or electronic license, or
- (xii) used but in a resaleable condition, or considered unfit for purpose, as advised by ACA, or
- (xiii) classified as a service which has been in effect, or
- (xiv) within 30 days of invoice but has been deemed 'end-of-life', discontinued or no longer supported by the Vendor.

A return and restocking fee of 20% may be charged. The ACA Pacific Return and Refund Policy applies to all returns and refunds.

3. Discontinued Products

ACA Pacific may, under instruction from our vendors discontinue products from our portfolio. Reseller's right to return these discontinued products may be limited.

ACA Pacific will endeavour to communicate at the point of sale, any information relative to a Vendor's intention to discontinue an ordered product, however where Vendor has not been made available in advance, ACA Pacific will not be liable for honouring any returns should this situation arise.