

Smartcom Business Communications Pty Ltd (Smartcom) ABN: 43 119 984 977, sells telecommunications and cloud services, including; software, hardware, voice & SMS carriage, internet & data, Mobile SIM Cards, and electronic messaging. This Returns Policy applies to Users' of non-network hardware supplied by Smartcom, such as; IP Handsets, Conference Phones, Headsets and Speakers.

Returns Policy

The returns policy herein, is in relation faulty and incorrect orders of non-network hardware.

Return Authorisation (RA) Policy

When returning a product to Smartcom for any reason, you must first contact Smartcom and obtain an RA number from the Smartcom Support Desk.

After obtaining an RA number from Smartcom, you must send the product - freight prepaid by you – to Smartcom. The Smartcom RA number must be prominently displayed on the outside of your package. If you send your product to Smartcom without the RA number prominently displayed on the outside of the package, it will be returned to you unopened.

Please note: Once you have received an RA number from Smartcom, the product must be returned to Smartcom within 30 days. If the product is not returned within 30 days, the RA number and case will be deleted.

Please use a shipping company that can demonstrate proof of delivery. Smartcom does not accept responsibility for any lost shipments unless proof of delivery to Smartcom is provided.

When shipping your product back to Smartcom for repair/replacement, please ship the product only. Do not return any accessories or packaging. Smartcom will then return the product to you in the same packaging that you sent it to us.

Please note: Product shipped to Smartcom must be properly packaged to prevent loss or damage in transit.

Shipping your RA to Smartcom using regular mailing envelopes is not acceptable, as they do not protect the product from damage during shipping.

Smartcom will not repair or replace a product that is shipped in such a way that the product is not properly protected.

Smartcom will not accept any product that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorised disassemble, repair or modification.

Return to Base Replacement Warranty

All faulty products must be returned the address indicated on the RA number; in accordance with Smartcom's standard Return to Base Warranty.

An RA number must first be issued by our Technical/Service Team. This RA number will need to be referenced on the outside of the return shipment.

Upon receipt of the defective product, Smartcom will, at its discretion, either repair or replace the product and ship it out in the most expeditious manner possible. Subject to availability, the replacement product will be shipped on the business day following receipt of the defective product, or after sufficient testing has been done to determine the fault.

In the event the product returned to Smartcom has been Discontinued (ie; the product is no longer being manufactured but is still under warranty), Smartcom will, at its discretion, either repair or replace with a comparable product.

Advanced Replacement Warranty

In the event that an Advanced Replacement Warranty has been purchased for the product, Smartcom will ship the customer a replacement product once Smartcom has determined the original product to be faulty.

An RA number will also need to be obtained by the Smartcom Technical/Service Team. Refer Advanced Replacement Contract Terms & Conditions in the Product Warranties, Delivery & Dispatch Policy.

Return for Credit

In the event that the product(s) ordered have been done so incorrectly, or the product does not fit the purpose outlined by the description of the product, the product can be returned to Smartcom for Credit return.

Smartcom will give a full credit of the price of the product if the product has been returned within 7 days of the purchase date, and is returned in original packaging in a re-saleable condition. If the product is to be returned after the initial 7 days, then a restocking fee will apply depending on the condition of the product.

Product returned after 7 days, in original condition 0 – 10%

Product returned after 7 days and/or missing packaging/minor damage 10 – 30%

Product returned after 7 days and/or no packaging/major damage 30 – 70%

An RA number must first be issued by our Technical/Service Team. This RA number will need to be referenced on the outside of the return shipment.

Freight Costs

When returning goods to Smartcom, the following Freight Conditions apply:

1. Product in Warranty (No Fault Found) – Customer to pay for return to Smartcom, Customer to pay for pickup of goods.
2. Product in Warranty (Product found to be Faulty) – Customer to pay for return to Smartcom, Smartcom to pay for return of goods.
3. Product out of Warranty (All Cases) – Customer to pay for return to Smartcom, Customer to pay for pickup of goods.

Warranty period for RA Products

Once a product has been returned to Smartcom and either repaired or replaced as per our warranty and RA procedures, the warranty period for the repaired or replacement unit will continue from the purchase date of the original product.

For example, if you send a product back for repair or replacement with 3 months left on its original warranty, the replacement or repaired product will still only have 3 months remaining of its warranty, the replacement product takes over the warranty of the original product.

Product Replacement

If Smartcom determines that the product you have returned is faulty, your product will be replaced with a comparable product from our refurbished/service stock. In the event that your product is DOA, then the product will be replaced with brand new product.

Headset Return Policy

Once a Headset has been removed from its original packaging, Smartcom cannot accept a Return for Credit for this product. As the headset is used on your head, it is not Hygienic for the product to be resold.

Contact Us

If you have any questions in relation to the content of this document, please contact us at:

Street address: 36/71 Eagle Street, Brisbane QLD 4000

Email address: info@smartcombusiness.com

Telephone: 1300 196 386

Website: <https://www.smartcombusiness.com>