



DIGITAL LOGISTICS GROUP LIMITED

PRODUCT RETURN FOR REPAIR PROCEDURE

IN WARRANTY PRODUCTS - WITHIN TWELVE MONTHS FROM DATE OF PURCHASE (Unless covered by extended warranty policy)

| PROCEDURE | TURN AROUND TIME | ACTION |
|--|--|--|
| <ul style="list-style-type: none"> • The retailer/wholesaler contacts Digital Logistics Service Dept on 09-571 3375 (X207) to confirm the details of the product failure, it is important that at this stage the exact make and model of phone is known (if possible software or ROM version as well). • If it appears there is a legitimate manufacturing fault or performance issue there will be an official Return Authorisation Number (RA) number given to authorise the return of product directly to Digital Logistics Group Limited. • The retailer/wholesaler must include there Return For Repair documentation and Ref # clearly stating Date of Purchase, Customer Details, Contact Name/Phone, Make and model of phone the Customer is using and a detailed description of why the product is being returned. • It is important that a clear description of the product fault is indicated on the documentation sent with the return. • In no circumstances should there be a new out of stock replacement product given to the end user to replace suspect product unless first authorised by Digital Logistics. | <p>2-3 Business Days from Digital Logistics receiving the product.</p> | <p>Software Upgrade, Repair or N/C Replacement</p> |

OUT OF WARRANTY – OVER TWELVE MONTHS FROM DATE OF PURCHASE

| PROCEDURE | TURN AROUND TIME | ACTION |
|--|--|---|
| <ul style="list-style-type: none"> • The retailer/wholesaler contacts Digital Logistics Service Dept on 09-571 3375 (X207) to confirm the details of the product failure, it is important that at this stage the exact make and model of phone is known (if possible software or ROM version as well). • If it appears there is a legitimate manufacturing fault or performance issue there will be an official Return Authorisation Number (RA) number given to authorise the return of product directly to Digital Logistics Group Limited. • The retailer/wholesaler must include there Return For Repair documentation and Ref # clearly stating Date of Purchase, Customer Details, Contact Name/Phone, Make and model of phone the Customer is using and a detailed description of why the product is being returned. • It is important that a clear description of the product fault is indicated on the documentation sent with the return. • In no circumstances should there be a new out of stock replacement product given to the end user to replace suspect product unless first authorised by Digital Logistics. | <p>2-3 Business Days from Digital Logistics receiving the product.</p> | <p>Software Upgrade, Repair or Suggest Suitable Replacement</p> |

Please send all return products to

Digital Logistics Group Limited
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Auckland

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