

## Returns Information

(available on PT ASM & T&C of account opening process)

### Commercial Returns:

#### a) Customer Quit (customer error)

COE – Customer Order Error

Ordered wrong product by mistake? You can return to us within the following conditions:

Products must be factory sealed in totally pristine condition

Return within 14 days from TD invoice date

Those returns may be subjected to a fee

If any of the terms for the return are not met, the products will be sent back and credit not granted, you may also be charged the freight fee for the return

Other TD SYNnex terms and conditions apply which can be viewed on our website

#### b) TD SYNnex Error:

SOE – Sales Order Error

Has an error occurred which was not the customer's fault:

Products preferably will be factory sealed in totally pristine condition

Return within 14 days from TD invoice date

If any of the terms for the return are not met, the products will be sent back and credit not granted, you may also be charged the freight fee for the return

Other TD SYNnex terms and conditions apply which can be viewed on our website;

### Logistic Incidences:

#### a) Defective returns:

Process where you have received goods that are DOA or faulty. TD SYNnex are governed by the Vendor Warranty terms only. If in doubt, please check the warranty checker that is available in this tool here. (you need credentials to login. Search can be done by Vendor)

#### b) Damaged goods:

This must be logged within 5 days of receipt and the proof of delivery must be signed in accordance with the state of the goods. Please also provide images in order for us to proceed with your claim.

#### c) MIS – Missing Item

Missing Items from a delivery. Please check the delivery manifest.

Items missing from consolidated box

Entire box missing (due to possible delay please allow 24hrs before raising claim)

Replacement Items can be ordered via this query but these will not be processed until the query is approved

This query will be pending carrier investigation and can take approximately 14 working days for a resolution.

#### d) Wrong goods received/Mispick;

Where you have ordered product(s) and the delivery note match, but the product(s) received do not match. Or you have received another order instead of yours.

Please provide as much information on the product(s) that you have received in error so that we can investigate fully.

If you do wish to keep the goods supplied in error, please tick the „I want to keep the goods“ when raising the query.

#### e) Over-ship process:

If we have shipped product(s) to you that you have not ordered and is NOT invoiced. Please check that this is not a duplicated order and other invoices are present, if this is the case, please re-raise as TD SYNnex Error.

### Particular Conditions for the RMA (return material authorization):

- 1) Returns must be requested from TD SYNnex no later than 14 days after the invoice date;
- 2) The omission of data results in the refusal to assign the RMA number;
- 3) Incidents of transport must be communicated in writing within a maximum period of 3 working days after receipt of the material;
- 4) If the return is requested for a reason other than Failure / DOA, the products must be complete, in their original packaging and sealed with the original strap of the manufacturer;
- 5) As a distributor, all claims and / or returns presented to TD SYNnex by the customer, including warranty service, will be accepted in accordance with the warranty policy adopted by the respective manufacturers, and TD SYNnex does not assume any different warranty extension or policy different from those;
- 6) In return for damage / DOA, the customer is assigned a credit note to the current value of the product, which may be different from the purchase value;

- 7) The following products cannot be returned:
- Products specially ordered or specially configured for the customer (CTO, BTO, etc).
  - Products discontinued by manufacturer;
- 8) TD SYNnex assures the carrier to collect the merchandise - at the address indicated by the customer, in mainland Portugal and in the islands - the cargo being charged to the customer's. To know our shipping table, please contact us at [Sales@techdata.pt](mailto:Sales@techdata.pt);
- 9) The assigned RMA number must always appear on the shipping letter, visible, and never written directly in the original carton of the manufacturer;
- 10) The period of validity of the RMA number assigned shall be 15 days from the date of authorization, which shall be automatically canceled;
- 11) Returned products will only be accepted after examination by TD SYNnex and the manufacturer;
- 12) TD SYNnex is not legally responsible for the accessories shipped by the customer if the products, as indicated by TD SYNnex, should be shipped without accessories;
- 13) In warranty products, if verified after a technical examination that there is no malfunction, TD SYNnex will return it to the customer, with transport costs incurred by this customer.
- 14) TD SYNnex may charge the customer a cost of 25 (twenty-five euros) for handling costs;