

TD SYNEX Returns policy of physical products

First and foremost, your customer experience whilst returning products to TD SYNEX is important to us. The following information and instruction in accordance with TD SYNEX's Terms of Sale and Manufacturer Warranties will ensure you receive the efficient service and satisfaction you require from your Business Partner.

TD SYNEX is committed to the Corporate Social Responsibility (CSR) and ensures that Processes and Procedures are aligned to support product and service sustainability and protecting the environment. Our information and instruction takes into account the entire product life cycle and factors our Customer's expectations, Legal and Governance Compliance and Vendor Agreements. Our aim is to provide Customers with a product returns procedure that is both efficient, yet effective in supporting the Supply Chain for both pristine and graded products.

TD SYNEX's returns policy covers all physical returns, unless a legal bounding agreement exists between TD SYNEX and you as a customer, stating otherwise. In other words, exceptions to general T&Cs must be agreed in writing and will be periodically reviewed or renewed.

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To obtain a valid returns authorisation number from TD SYNEX, please ensure you have the following details available:

- Customer Account Number
- Web Log in & Password Details
- Proof of Purchase (Purchase Order No; Delivery Note No. or Invoice No.)
- Product SKU or VPN
- Returns Quantity
- Serial Number (if applicable)
- Reason for Return
- Product Condition (Seal Open, Used, Defective)
- Vendor Pre-Authorisation (if applicable)

How to obtain a valid RMA (Returns Material Authorization) number

1. Log in to your Intouch account on TD SYNEX's website.
2. Choose "My account" → "Retur och Reklamation".
3. Go to "Create a query" and chose the relevant return reason for your specific case.
4. Create the query by adding the necessary information requested such as invoice or delivery number.
5. Follow the instructions and complete the query, attaching any documentation that may be required.
6. Approved RMAs: The RMA number will be sent via E-mail together with instructions on how to return the product(s).
7. The product must be received at the advised TD SYNEX warehouse within 15 days of the Returns Authorization issuance with a valid RMA number.

General Instructions & Product Conditions

- Proof of Purchase is required when requesting an RMA number from TD SYNEX and / or Proof of Warranty.
- Resellers are required to have an Active Account with TD SYNEX at the time of requesting an RMA.
- RMA Requests must be raised on TD SYNEX's Website – InTouch – or be contacting the Customer Service Department via Email.
- All Authorized Returns must be packaged in cartons suitable for carrier transit, with the correct address clearly labelled. Returns damaged due to poor packaging will be rejected by TD SYNEX.
- The Returns no. must be clearly visible on the Outer Carton using a Documents Enclosed envelope or label – Do Not write on or mark the product or product box
- Product returns without a valid RMA no. will be rejected immediately and may be subject to freight and administration costs.
- RMAs are Valid for 15 days from date of issue. Product must be returned to the advised TD SYNEX warehouse within 15 days.
- Dead on Arrival (DOA) must be returned in original boxes, with all components and accessories.
- Returns caused by TD SYNEX errors, must be returned in pristine, resaleable condition with manufactures seal intact.
- Unauthorized returns may be returned to you at your expense. TD SYNEX will not be liable for any loss or damage to unauthorized returns.
- Product(s) from Senders that cannot be identified - will be destroyed in accordance with TD SYNEX's safety policy.
- TD SYNEX reserves the right to refuse product where damage has occurred during transport by Customer's own carriers.

Return categories

Defective (DOA)

Products that arrive inoperable are eligible for a DOA (Dead On Arrival) return depending on the manufacturer's returns policy. Certain manufacturers may require that all defective products are returned directly to them, or they may limit the return time frame after purchase.

The DOA period is determined by each Manufacturer with instruction to all channel partners. DOA periods differ from the warranty period and does not affect general statutory and legal rights as Terms & Conditions are determined by TD SYNnex's Distribution Agreement.

Example:

Printer: 14 days DOA from Invoice Date to Reseller – Return to Distributor for full credit

Warranty 12 months from Invoice Date to Reseller -
Warranty Repair only direct with Manufacturer

Refer Direct & Pre-Authorised Returns

Manufacturers reserve the right to validate a DOA claim and may require the end-user or reseller to conduct a diagnostic test in order to obtain a Pre-Authorisation reference. Enabling the manufacturer to determine the difference between a user error or product fault.

Manufacturers may require all defective products within the DOA and/or warranty period to be returned directly to them. This would usually result in testing, direct repair or direct replacement.

DOA policy for each vendor can be found on your Intouch account

1. Log in to your Intouch account and verify that the vendor of the product is eligible for return through Tech Data. If yes, raise the claim.
2. Enter required information. Each vendor has specific instruction.
3. For returns to be approved a detailed fault description must be provided in the ASM query.
4. If approved, an RMA number will be created.
5. In accordance with manufacturer policies, all original packaging, components, accessories, software and manuals must be included with returned DOA and defective products. DOA and defective products returned incomplete may be assessed a charge for the missing items or returned to you at your expense.
6. You will receive a mail with return authorization and instructions how to proceed.
7. The Reseller is responsible for the freight charge when returning DOA Product. If a replacement product is required, Tech Data will waive the freight cost.
8. If a product has exceeded the DOA period it will fall under the Vendor Warranty policy.
9. If you have a defective product and are unable to complete the return via our on-line tools, please contact our Customer Service team on Kundservice.se@tdsynnex.com

Customer Order Error (COE)

With good-will and by exception only, TD SYNnex allow customers to return product for the following reasons:

Incorrect Quantity ordered
Incorrect product ordered
End-user Cancelled Order

1. Claim request must be raised within 10 working days from invoice date.
2. Manufacturer seals are intact and product is in pristine resaleable condition.
3. You as a customer are responsible for the freight cost of the return.
4. Customer Errors are subject to a restocking fee of minimum 600 SEK or 10% of the product value.
5. Product returns that do not conform with all instruction will be rejected and additional charges may apply or freight and administration costs. A credit will not be issued, and the product will be returned back to the sender.

TD SYNnex Error (SOE)

Customer Service will approve a returns request if the root cause is proven to be one of the following and in line with TD SYNnex's T&Cs :

- Incorrectly Advised by Sales or Product Specialist
 - Incorrect order quantity and / or product entered by Sales
 - Incorrectly advised by Vendor
 - Incorrect information provided on TD SYNnex's website
1. Customer must be able to prove the TD SYNnex error with relevant documentation or a reference within TD SYNnex no later than 10 working days after receiving the shipment.
 2. If approved, TD SYNnex will collect the approved return with no cost to the Reseller or End-user.
 3. The goods should be returned in pristine condition. Product condition should be advised to Customer Service at the time of request.

Overshipment

If you have received a product that is not included on your delivery note a claim should be raised according to the below requirements:

1. Log the claim in ASM on your Intouch account no later than 5 working days from the receiving date. Where applicable serial number it must be advised at time of claim.
2. All information required must be included to ensure the fastest handling time possible. Lack of necessary information might lead to a rejection.
3. Incorrect product will be issued with an RMA number.
4. You as a customer are always obliged to carefully inspect the goods to verify that the products received are the same as the ones you ordered.
5. You will receive a return authorization form to attach on your shipment. TD SYNnex will pay the freight cost and order a pickup of the goods to be collected on agreed date and location.
6. If the product is returned in another condition than stated, TD SYNnex reserves the right to reject the claim.
7. For further support, please contact Customer Service on: Kundservice.se@tdsynnex.com

Damaged in Transit (Carrier Damage)

Did you receive a damaged product? In order for TD SYNnex to process your damage claim quickly and efficiently please follow the below guidelines:

1. In the case of visible damages of your goods a notification must be noted on the proof of delivery immediately with the carrier when received. You are also obliged to report the damage to TD SYNnex's Customer Service Department within 24 hours. Signing for delivery without remarks clearly indicates that there are no discrepancies with your shipment.
2. or a concealed damage TD SYNnex's Customer Service Department must be contacted no later than the below amount of days as per the corresponding carrier, from the receiving date.
 - **GLS: 15 days**
 - **Bring: 5 days**
 - **PostNord: 5 days**
 - **Posti: 5 days**
 - **DHL: 5 days**
3. The original box must always be kept for the return to be authorized.
4. Provide TD SYNnex Customer Service with the condition of the product, pictures of the box (both its inside and outside) as well as the product, tracking number, and contact details to where the shipment is located.
5. Approved claims will be credited to your account for the damaged product cost only.
6. Contact our sales or order department if you wish to request a replacement order – or select the option “replacement order” in the ASM query on your Intouch account.

7. You will receive a return authorization form to attach on your shipment. TD SYNnex will pay the freight cost and order a pickup of the goods to be collected on agreed date and location.

8. If the conditions of the product does not match the claim, TD SYNnex reserves the right to reject it.

Important Note: Failure to immediately report a Concealed Damage Claim may result in your claim being rejected. It is important that Customer Service can determine the root cause of the damage as soon as possible. Photo images of the damage are required.

Refused deliveries

A Refused delivery refers to a failed delivery attempt by the carrier to you as a customer. These shipments are returned either to TD SYNnex's warehouse or to a carrier hub.

You can only raise a refused delivery claim if you have not yet signed the POD. To avoid failed deliveries: Ensure that the address is correct and your order contains all relevant information such as phone number, buzz code and contact person.

1. Missed Deliveries : Please contact Customer Service for further assistance Kundservice.se@tdsynnex.com or raise a claim on your ASM account.
2. Failed deliveries will be returned to TD SYNnex's warehouse or to a local carrier hub. In those cases our Customer Service might contact you to agree on a new delivery attempt and verify that all requirements are met.
3. If you as a customer is not on place to receive the shipment and it is returned to our warehouse – TD SYNnex reserves the right to add additional freight and administration charges.
4. In agreement with our Customer Service, a refused delivery can be credited by exception.
5. Goods ordered specifically for you as a customer and configured products cannot be credited. They will instead be re-shipped to you.
6. If you do not give feedback to us regarding your shipment within 10 working days, TD SYNnex decides how the shipment will be handled.

Non returnable products

Some products are not eligible for return. These are:

1. Custom-configured products.
2. End-of-Life Products.
3. Original Equipment Manufacturer (OEM) Products.
4. Products ordered specifically for you (non-stock products).
5. Products limited or prohibited by contractual agreement between TD SYNnex and customer.

Return of KITS

A KIT contains several different products included in one article setup. If a component part belongs to a KIT it is clearly stated on Intouch. How to return a KIT:

1. RMA number is requested as explained above in this document.
2. The request must contain the full KIT and not separate component parts.
3. A KIT order can only be returned complete. We do not accept returns of partial KIT orders.
4. Incomplete KIT returns will be rejected and re-shipped to you.

Hazardous Materials

Lithium Batteries: Recalled Lithium batteries or lithium batteries that are known or suspected to be defective or damaged present a high safety risk to personnel and property and are not permitted to be returned to TD SYNnex facilities under any circumstances

Packaging and Labelling of Dangerous Goods: Items identified as dangerous goods for transport need to be packaged, marked and labelled according to local and global regulations for the transport of Dangerous Goods including, but not limited to, IATA, IMDG, DOT, ADR.

These items may include but are not limited to:

- Lithium Batteries,
- Magnetic Materials,
- Aerosols or Pressurized Gas, and
- Other materials that can pose a risk to property and life.

If this policy does not address your issue, please contact our Customer Service Department at: Kundservice.se@tdsynnex.com