

This Return Policy is in addition to our standard Terms and Conditions.

In our Terms and Conditions:

- a) **“Seller”** means COMPUTER DYNAMICS and its agents, successors and assigns.
- b) **“Buyer”** means the person, firm, company or entity buying the Goods from the Seller.
- c) **“Goods”** means all Goods the subject matter of any contract for purchase between the Seller and Buyer, including where the context permits a resulting product into which the goods are so incorporated, manufactured or commingled that their identity is lost in the resulting product.

Freight and Handling

Goods are sold ex store with any freight and handling charges for the account of the Buyer. Goods returned from evaluation or for warranty claims must be consigned by the Buyer freight pre-paid.

Risk

Risk of any loss, deterioration or damage of or to the goods shall be borne by the Buyer from the time of despatch from the premises of the Seller. The Buyer shall insure and keep insured the goods to the full price against all risk until the Seller has received payment for the goods in full. The Seller will not be held liable for any damage, loss or delay occurring to goods in transit.

Product Warranties

The Seller warrants all goods to be free from defect and, unless stated otherwise, such warranty shall be for a period of 12 months from date of purchase. The Seller shall, at its option, repair or replace any defective goods provided that the goods have not been subjected to improper use and that the claim is within the provisions of the warranty applicable to the respective products. Proof of date of purchase may be requested by the Seller to support any warranty claim.

The specifications of all products are approximate and are subject to change without notice.

Returns

The Seller will not accept the return of goods already invoiced unless any such return is arranged in advance. Where the Seller accepts returned goods a 20% restocking fee may be levied. Approval for credit returns must be requested on the Seller’s Return Authority (RA) form within 14 days of receiving the goods.

Approval for credit is at the Seller’s exclusive discretion and any goods approved for return must be:

- Returned to the Seller within 7 days of receiving RA approval.
- Returned free into the Seller’s store with all costs including the original shipping costs to the Buyer being payable by the Buyer.
- In “as new” condition in the manufacturer’s original container, unsoiled and undamaged.

No credit will be issued for:

- Goods received without an approved RA.
- Goods returned more than 30 days from the invoice date.
- Products which have been specifically imported and/or manufactured for the Buyer.
- No cash refund will be given for goods returned and accepted by the Seller, but a credit will be applied against the Buyers account.

Errors and Omissions

The Seller shall not be liable for any errors or omissions or for incidental or consequential damages arising from the supply or use of any Goods supplied by the Seller.

Exclusions of Liability

To the maximum extent permitted by law, the Seller shall not be liable for lost profits, loss of goodwill or any incidental or consequential damages. Further, the buyer agrees that in no case shall the liability of the Seller exceed the purchase price of the goods giving rise to any liability.

In Addition

- Goods returned are to be clearly labelled with the RA number on the outside of shipment packaging.
- Delicate or fragile bulk freight items including cabinets or racks must be returned by a fragile bulk freight transport company such as Fliway or similar.
 - If returned by a standard bulk freight transport company, there is a high chance the product may get damaged in transit.
 - Any goods received damaged may be rejected and returned to the Buyer at their expense.

Warranty Returns:

- Any product(s) found not to be faulty may be returned at the Buyer's expense with no credit being issued.
- It is at the Sellers sole discretion as to whether they choose to repair, replace or credit any products found to be faulty.
 - The Seller will not accept descriptions such as "Faulty", "No Go", or "Doesn't work".
 - Failure to provide a full and accurate description may lead to the products being returned with no fault found.
 - All parts and/or accessories required for accurately testing the Goods also need to be returned (i.e. power adapters and cables)
- Forward replacements ordered before RA approval must be noted on RA request (please provide the replacement purchase order and/or invoice number).
 - Any forward replacements will be invoiced as normal.
 - Any credit will only be issued once the original Goods have been returned and confirmed as faulty.
- The Buyer must advise the Seller if returned product has been used in hazardous environment. The Buyer must also ensure clear detailed labelling of hazardous material on paperwork and packaging.

Failure to follow any of the above conditions may result in the Goods being returned at the Buyers expense and/or fees being levied.

If you have any questions or are unsure about any of the above, feel free to get in touch with our returns team at returns@cdl.co.nz or at the contact details listed below.

A full copy of the standard Terms and Conditions can be found on the Sellers website or at the link below:

https://cdlnz.com/assets/documents/CDL_Trading_terms_and_conditions.pdf