



RMA GUIDELINES

PURPOSE

This document is intended to provide RMA guidelines for Venom Resellers.

DEFINITIONS

“Customer” is the entity the Venom product has been registered against on the Venom Help Desk (<https://www.venomhelpdesk.com/register-my-venom/>). **This entity is deemed the End-User.** The Customer purchases from the Reseller for the purposes of consumption.

“Reseller” is the Venom approved value added Reseller the Distributor has sold the product to. This Reseller has purchased the products for the purposes of resale to the Customer.

“Distributor” is the Venom authorised distribution entity who resells the goods to the Reseller for the purposes of resale.

“Venom” is the contracted Venom entity and supplier to the Distributor.

COVERAGE

All Venom RMA's raised between Venom and the Distributor, Distributor and the Reseller, Reseller and the Customer need to be approved where applicable by Australian law irrespective of the conditions outlaid in this document.

All Venom products come with Australian Consumer Law guarantees.

As per ACL “Consumer guarantees will not apply if your business buys goods to resell or transform into a product to sell.

For example:

If your business buys a printer that costs up to \$40,000 for use in the business, it can rely on the consumer guarantees if there is a problem. But if your business bought the printer to resell to consumers, it cannot rely on the consumer guarantees.”

Warranty period: Time period listed by the manufacturer.

DOA period: Is within 30 days from the invoice date specified on the Customer invoice issued by the Reseller. If the product is discovered to be faulty before the Reseller sells the product to the Customer, It is then 30 days from the Resellers invoice date specified on the invoice obtained from the Distributor.

Warranty Inclusions: Mechanical hardware failure resulting from normal, proper use.

Warranty Exclusions: Software, physical damage, faults arising from misuse, consumable parts/items that have exceeded what is deemed to be expected reasonable amount of usage or when the consumable



item/part that has been consumed fully. Products that have been significantly modified and/or transformed, have missing original components and/or accessories.

Valid Customer Invoice (required): Is the invoice the Reseller provides to the Customer. This invoice is used to register the Venom product on the Venom Help Desk (<https://www.venomhelpdesk.com/register-my-venom/>). The Customer invoice provided for RMA **must be the same Customer invoice that was used for the Customer Venom Product Registration**. The invoice used for product registration is the Valid Customer Invoice. Venom Product Registration allows Venom to streamline the service it offers to its Customers. If the Reseller requests an RMA from the Distributor and supplies a different Customer invoice then what was used for the Venom product registration, Venom will decline this RMA as this is not a valid Customer Invoice.

Service and support coverage for registered products can be looked up via entering the serial number on the following link <https://www.venomhelpdesk.com/venomcarecheck/>

TROUBLESHOOTING STEPS

1. Have you informed the Customer that Venom provide direct free tech support to them, have a free courier pick up and return warranty service, handle DOA & warranty service directly via the Venom Help Desk (www.venomhelpdesk.com)? The Reseller also has the option to assist and handle the warranty or DOA on behalf of the Customer through the Venom Help Desk.

OPTIONS

- a) Customer is already aware of Venom direct support, however the Customer would still like to go through the Reseller for warranty or DOA service or the Reseller prefers to handle the warranty or DOA on behalf of the Customer. **Go to question 2**
 - b) A reseller RMA has already been issued to the Customer and RMA product is currently in possession of the Reseller. Reseller is unsure if product fault is covered by Warranty. **Go to question 2**
 - c) Customer is now aware and will be contacting the Venom Help Desk for support and warranty service - **COMPLETED**
 - d) No, Customer will be advised of the support option via Venom direct. - **COMPLETED**
2. Which of the following apply?

- Computer crashes, freezes
To eliminate whether the issue is caused due to hardware or software do the following;
Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.
If problem is unresolved go to question 3.
- Excessive program load times, slow file transfers, hangups, excessive bootup time



Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Bluescreen error messages, constant or intermittent**

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Battery not holding any charge or very little charge when unplugged, or battery won't charge.**

If problem exists go to question 3

- **Issues with the computer ports USB, Card Reader detecting devices (without physical visible damage)**

If available test port with an external peripheral which is known to be working. Example If USB port is having issues, test with a USB mouse to see if mouse works. This will determine if the USB port or the external peripheral has an issue. Providing this fails do the following;

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **No Internet connection, frequent time-outs while web browsing, slow internet**

Test with internet connection on another internet connection/router to see if problem replicates. Internet and connectivity issues can be caused by many variables which are not related to the actual computer itself (routers, cables, filters, modems,). If problem is persistent or if it cannot be replicated do the following to eliminate whether problem is caused by the computers software, settings or drivers.

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Bad pixels on the screen (example Green or red dots on the screen)**

Verify problem. If problem exists go to question 3

- **Lines on the screen**

Verify problem. If problem exists go to question 3

- **Flickering screen**

Verify problem. If problem exists go to question 3

- **No display on the screen but computer works on an external monitor**

Try the keyboard function keys to ensure the monitor is not disabled.

If problem exists go to question 3

- **Excessive pop ups, slow downloads**

This is generally caused by malware and viruses.

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Garbled or distorted video display or playback**

This may be caused by software and video drivers. To eliminate whether the problem is related to the software or hardware do the following;

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Garbled or distorted sound or no sound**

Check the playback devices to ensure the playback devices in windows is configured to play with the computer's internal speakers and not an external device. This may also be caused from by software or audio drivers. Provided that the sound playback settings are correct and the problem persists, to eliminate whether the issue is software or hardware related do the following;

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Computer overheating**

Inspect vents of computer to see if there is any blockage.

If problem is unresolved go to question 3.

- **Loud clicking sounds (internal mechanical sound)**

Verify problem. If problem exists go to question 3

- **Faulty keys – some keys not registering when pressed or displaying different characters (without physical damage)**

Check installed keyboards in windows and also which keyboard lay out in windows is selected. The keyboard lay out needs to be US keyboard. Provided that this setting is correct, to further eliminate any other possibilities of software causing this issue do the following

Run USB recovery to restore the computer back to original factory settings. After assess whether problem still persists. This process will erase all user data.

If problem is unresolved go to question 3.

- **Physical damage – broken screen, broken AC power jack, damaged power cord, broken keys etc.**

Physical damage is not covered under warranty. Refer customer to a Venom authorised service centre for repair. Costs will apply.

3. Problem remains, select which option applies

OPTIONS:

a) DOA – Reseller or Customer Invoice date is within 30 days

Initiate DOA RMA process with the Distributor.

When the RMA product is returned to the Reseller by the Customer, check product to ensure it is has original and no missing components, accessories and the actual fault matches the reported fault by the Customer.

Follow the Venom Reseller Partner Returns Process Document for Further Instructions

b) Warranty – Reseller or Customer Invoice date is older than 30 days

Initiate Warranty RMA process for Repair/Replacement with the Distributor

When the RMA product is returned to the Reseller by the Customer, check product to ensure it is has original and no missing components, accessories and the actual fault matches the reported fault by the Customer.



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c) Warranty Expired

If the Customer warranty has expired and a repair outside of the warranty period is required, the Reseller can raise a support ticket via the Venom Help Desk, Venom will then refer the Reseller to an Authorised Venom Service Centre. Costs may apply.

d) Escalations for Special circumstances

Escalations for Special Circumstances cover a broad spectrum of scenarios. Escalations are handled through the Venom Help Desk and can be initiated by the Reseller raising a support ticket on the Venom Help Desk online.

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