

VENOM AUTHORISED RESELLER RETURNS PROCESS FOR FAULTY GOODS

PURPOSE

This document is intended for Venom authorised reseller partners, it explains the returns process for faulty Venom goods which the Reseller has purchased from the Distributor, then resold to the Customer.

DEFINITIONS

“Customer” is the entity the Venom product has been registered against on the Venom Help Desk. This entity is deemed the End-User. (<https://www.venomhelpdesk.com/register-my-venom/>). 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 authorised Venom 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.

TYPES OF RETURNS

1. Customer DOA or Warranty return processed directly via Venom
 2. Customer DOA or Warranty return processed via Reseller, following traditional supply chain.
 3. Escalations for Special circumstances
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1. **Customer DOA or Warranty return processed directly via Venom:** Customer contacts the Venom Help Desk online (via app or website) to raise a support ticket. A Venom support agent provides technical support to try to resolve the issue. If the issue is not resolved a free courier pick up and return is organised from the Customers premises. The Venom product is returned to a Venom authorised service centre for repair/replacement. The Venom product is then repaired/replaced and sent back to the customer free of charge. ***The Reseller is allowed to assist the Customer with the process or complete the process on behalf of the Customer. Going directly through Venom is the recommend option for warranties and DOAs as it is the most efficient returns method.***
 2. **Customer DOA or Warranty return processed via Reseller, following traditional supply chain:** If the Customer or Reseller elects to return the product through the supply chain it was sold through, the process is as follows; The Customer returns the product to the Reseller. The Reseller checks the product to ensure it has original and no missing components, accessories and the actual fault matches the reported fault by the Customer. The Reseller returns the product to the Distributor with an RMA number obtained from the Distributor. The Distributor will deal directly with Venom in regards to the RMA. A repaired, replaced or credit will be passed down to the reseller.

The product is returned to the Distributor via the Reseller as a DOA RMA if the Customer invoice date or Reseller purchase invoice date from the Distributor is within the DOA period. The DOA period is 30 days.

The product is returned to the Distributor via the Reseller as a Warranty RMA if the Customer invoice or Reseller purchase invoice date from the Distributor is more than 30 days and within the warranty period.

3. **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.

All Venom products come with Australian Consumer Law guarantees. Consumer rights are not limited to what is outlaid in this document.

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