



Please complete the form below and attach the **proof of purchase documentation**. Email your completed return request form and supporting proof of purchase to: newrc@tarsus.co.za to start the process.

This process is to consider a claim for in-warranty defects, CPA, DOA, and faulty unit flaws in line with the OEM warranties and repairs processes which may include an assessment by the accredited service repair agent and accredited paperwork.

Client Details:	Request Date:
Company or Store Name	
Contact Person's Name	
Alternative Contact Person	
NB: RETURNING EMAIL ADDRESS	
Tel No	
Company or Store Address <i>(please note point 11.1, Tarsus will only collect stock from the original delivery address)</i>	
TARSUS INVOICE, STORE REPAIR OR JOB CARD NUMBER:	

QTY	Model or Part Number	Unit Serial Number

Detailed Fault or Reason for return Description	

IMPORTANT: Condition of Unit	Open	New (Factory Sealed)

***Please note points 5 and 14 of T and C's ***

DOA (faulty within first 7 days) *Please supply End User Proof of Purchase and DOA Vendor Approval document

TERMS AND CONDITIONS:

1. Warranty does NOT cover data recovery on hard drives. End-user/customer to ensure data is backed up or saved prior to return to Tarsus Distribution (Pty) Ltd (also referred to as Tarsus or TD), as hard drives are not repaired but rather replaced under warranty.
2. All units with illegible serial numbers that cannot be read/scanned will be rejected/declined.
3. Proof of purchase will include the item serial number. Warranty starts from the date of purchase - an invoice without a serial number will result in the claim being rejected/declined.
4. Without exception, all items are to be returned with **a copy of this warranty claim form, the proof of purchase and a copy of the store job card.**
5. **Without exception, items are to be returned together with all accessories and original packaging. Bubble-wrapped units without packaging will be rejected (particularly hard drives). If the original packaging is not available, the unit must be bubble wrapped and then placed in a box of a similar size to ensure there is no damage during transit.**
6. Returned items will be checked and tested (if necessary) by Tarsus to ensure they are in the correct order and that all components, accessories, and any other items are in as-new condition. If any items are missing, have CID damages, or are not in an as-new condition, the return will be rejected/declined, and the goods will remain the property of the customer. In this instance the goods will be returned to the store. The RMA/Job card number will be invalid.
7. The Job Card/RMA does not constitute final acceptance by Tarsus of the return, and the goods returned remain the property of the customer until the conditions of the Job/RMA/return conditions have been met.
8. All serial numbers will be taken from the unit and NOT the box.
9. This request and subsequent job number are for the serial number mentioned above; no other serial number will be accepted by Tarsus. Should a different unit be received, Tarsus will not accept nor process the return.
10. Ensure that you get a reference number back from Tarsus to confirm we have received your e-mail. If you don't get a reference number back, we have not received your e-mail.
11. No credits will be issued without a Job Card reference and the submission of the required documentation as noted above.
 - 11.1. NO 2nd attempt at collection will be made; please make sure your unit is ready for collection. (This is not applicable to customers who don't have a service level agreement for collections as noted in the contract signed with Tarsus)
12. DO NOT hand a unit to a courier unless you have a job card reference number from Tarsus. Units arriving without a job card reference will be rejected/declined and returned to the store at the store's cost.
13. OEM Warranty terms and conditions take precedence.
14. **Tarsus reserves the right to charge a handling fee on goods returned.**
15. DISCLOSURE OF PERSONAL INFORMATION AND CONSENT
 - 15.1. By using or continuing to use their Tarsus account or conducting business with a member of the Tarsus group of companies ("Tarsus"), the customer ("Customer") accepts and agrees to Tarsus processing Personal Information ("PI") supplied to, held, or collected or Processed by any member of the Tarsus group whether the PI was or is obtained previously, now or in the future.
 - 15.2. The Customer hereby gives the consent to process Personal Information as set out in The Consent to Process Personal Information available at www.tarsusdistribution.co.za, as amended from time to time and shall be bound by the contents thereof. All obligations of Tarsus are conditional on the Customers consent to process personal information remaining in place. This consent is provided voluntarily and expressly.
 - 15.3. For purposes hereof, the terms "Personal Information" (or PI) and "Processing" have the meanings given in POPI. "Process" and "Processed" shall be defined with reference to Processing.
 - 15.4. Tarsus has committed to protecting the Customer's PI and to complying with the Protection of Personal Information Act 4 of 2013 ("POPI") and all other applicable legislation.