

# EPSON SOUTH AFRICA DOA WARRANTY PROCESS

November 2023

**EPSON**<sup>®</sup>

# DOA Policy

Dead on arrival policy(DOA) applies to the end user who has a defective product which has failed within 14 (fourteen calendar) days of purchase.

This policy applies to all the consumer products that are supplied in the table below by Epson South Africa and within its territory of operation. It is the responsibility of the retailer to honour the consumer rights law if the supplied products are sourced outside the official channel.

<b>Consumer Products</b>	<b>Visual Instruments</b>
<b>Business inkjet Basic hardware</b>	VI Consumer
<b>Inkjet Hardware</b>	Home Cinema Displays
<b>Consumer Scanner</b>	Relevant Accessories
<b>ITS Hardware</b>	
<b>Relevant Accessories</b>	
<b>Laser Consumables</b>	

# DOA Process – Getting Started

- The end customer can call or email the Epson contact centre on *0860 337 766 for South Africa* and *+2711 201 7730 for rest of Africa* or can directly visit the retailer to manage the DOA on their behalf.
- Email [customer.service@epson.co.za](mailto:customer.service@epson.co.za) option - the agent will contact you
- The customer/retailer performs troubleshooting with the call centre agent to confirm if the hardware is defective.
- The agent will ask for a proof of purchase receipt (POP) to confirm the product has failed within 14 calendar days from the date of purchase.
- The agent provides an email to the customer/retailer as confirmation that the DOA troubleshooting and verification has been completed.
- Retailer exchanges the defective unit

# DOA Process – Requirements

## End user

- Packs the product into the original packaging, including all in-the-box packing, accessories, and documentation
- Provides the POP together with Epson's helpdesk confirmation email to the retailer.

## Retailer

- Replaces the product from his own stock (to the end user) and then proceeds to claim credit from the distributor
- Provides the DOA confirmation email and POP within 30 days of receiving the confirmation from the contact centre to the distributor
- Provides end users at the time of purchase with POPs that **show clearly the serial number** of the unit purchased along with the relevant legal retailer company registration information.

## Distributor

- Replaces the product from his own stock to the retailer or provides a credit.
- Raises a DOA claim within 60 calendar days of contact centre approval to the retailer/end customer on the [www.epsonwarranty.co.za](http://www.epsonwarranty.co.za) website.  
**See example of the DOA claims page on the next slide.**
- If in RSA, deliver the DOA product with the DOA approval email and POP to their nearest PartServe branch.
- If outside RSA upload scrapping papers to on the DOA claims portal
- No claims will be accepted more than 60 calendar days after approval confirmation from the helpdesk

## DOA Claim process

- All claims received on the web site will be validated against physical product received by PartServe.
- PartServe will submit the full report for all distributors to Epson by the 10th of the following month with scrap certificates for all DOA'd product
- Epson will pass credit to the distributor by the end of the month following the month which the claim was raised.

The screenshot shows the 'DEALER ADMINISTRATION' section of the Epson web portal. The top navigation bar includes links for DASHBOARD, LABOUR CLAIMS, D.O.A CLAIMS, COVERPLUS, TRAINING CALENDAR, and PASSWORD. Below this, there are links for ADD NEW CLAIMS and VIEW OLD CLAIMS, along with a LOGOUT button. The main content area is titled 'DEALER ADMINISTRATION' and contains a form for adding a new claim. The form includes fields for Dealer, User, Date Purchased, Date Recieved, Reference No, Epson Material Code, Description, Serial No, and Landed Cost. The Date Purchased and Date Recieved fields are set to 2019, Feb, and 21. The Description field is a large text area with a scroll bar. At the bottom of the form, there are two buttons: 'Back' and 'Add Claim'.

EPSON SOUTH AFRICA		
Test User		
2019	Feb	21
2019	Feb	21

# Partserve Branches

## **Johannesburg**

16 Milkyway Avenue, Marlboro, Linbro Park 2090,  
+27 11 201 7777

## **Cape town**

Unit 2 Central Park, Platinum Crescent Milnerton  
0861 727 727

## **Durban**

Unit 16 Island Business Park 23 Flanders, Mount  
Edgecombe  
+27 31 502 3290

## **Bloemfontein**

Unit 1  
Brandwag Park McHardy Avenue, Brandwag  
+27 51 433 1687

## **Port Elizabeth**

80 Hurd St, Newton Park, Port Elizabeth.





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