

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.

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



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 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

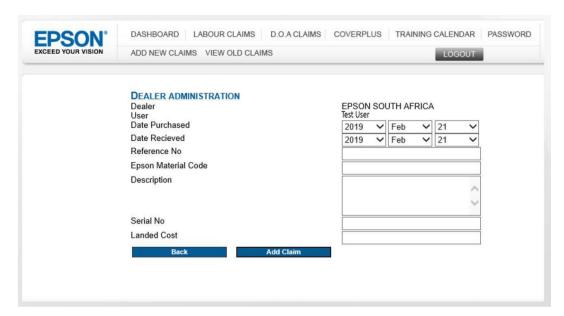
- Replaces the product from his own stock to the retailer or provides a credit.
- Raises a DOA claim within 60 calendar days of contact centre approval to the retailer/end customer
 on the www.epsonwarranty.co.za website.
 - See example of the DOA claims page on the next slide.
- If in RSA, deliver the 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 Process – Requirements

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.





Partserve Branches

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