

# Important Information for Customers

## IMPORTANT INFORMATION FOR CUSTOMERS OF:

### AUSTRALIAN COMPUTER RESELLERS (ACR) and DIGITAL FROG PTY. LTD.

#### PRODUCT AVAILABILITY

- ACR and Digital Frog Pty. Ltd. make every effort to have listed products in stock and readily available, however, some new goods may be out of stock, due to availability from our suppliers and manufacturers. If a product is out of stock you will be contacted as soon as possible. In the case of reconditioned or pre-owned goods for sale please realise that these are often 'one off' items and as such are available on a first come first served basis.

#### DELIVERY

- Please allow up to 7 working days for packing and delivery of goods where arranged in advance, DEPENDING ON YOUR LOCATION.

**PLEASE CALL, VISIT, OR EMAIL US to confirm availability of products.**

#### REFUND OF GOODS POLICY

Goods may be returned for a REFUND only if:

- The item is not the same as described by the salesperson, or on a label or sign, or in an advertisement or does not match the sample shown.
- The item is not suitable for the customer's intended use as described to the sales person before the purchase.

NOTE: If under warranty and faulty, you may have a right to either a refund or replacement, however, it may be reasonable for ACR or Digital Frog Pty. Ltd. , or the manufacturer, to suggest that the goods be repaired by the authorized warranty repairer.

REFUNDS will not be given in the case of:

- The item being an unwanted gift.
- The customer has changed his or her mind.
- The customer was able to seek a cheaper price elsewhere after the sale was completed.

Receipts must be shown as proof of purchase for any Refund, Replacement or Repair of goods.

#### **ACR and DIGITAL FROG PTY.LTD. LAY BY POLICY**

(Lay Bys are only applicable to in-store purchases, not on-line or phone-in purchases.)

At Australian Computer Resellers and Digital Frog Pty. Lts. we know the importance of lay bys. We also understand that, where possible, it's important to offer our customers flexible lay by terms. That's why we'll work with you to determine a suitable lay by deposit, lay by period, and payment structure.

Generally, we ask for a 20% deposit, with regular payments allowed for up to 2 months. However, just let us know how much you can pay and when, and our sales team will tailor the lay by to suit your requirements as much as possible.

If you have trouble making a lay by payment, just let us know and we'll be happy to work with you to establish a more suitable payment structure.

**GOODS ON LAY BY THAT ARE NOT PAID OFF AFTER A PERIOD OF 4 MONTHS MAY BE PUT BACK INTO STOCK, WITH THE LAY BY CANCELLED AND THE DEPOSIT RETAINED IN FULL BY ACR or DIGITAL FROG PTY. LTD..**

#### **LAY BY CANCELLATIONS**

If you are unable to continue making lay by payments, we may charge a Re-Stocking Fee, which covers the costs of having held the lay by stock, then returning the goods back to our normal inventory.

In some cases, we may not be able to refund you the deposit in order to cover these costs. We ask that you talk to us first, if you are having any problems at all making lay by payments.

**SPECIAL ORDERS AND CANCELLATIONS**

If an order has been placed for a product, but the order is subsequently cancelled, ACR or digital Frog Pty. Ltd. may require a re-stocking fee for the cancellation of that order, or may retain the deposit in full.

**WHO TO CONTACT**

To enquire about a refund, contact the sales person you dealt with. If that person is not available, ask to speak to Gordon or Beth Harris or leave a message with one of our team members along with your most convenient contact number and Beth or Gordon will be back intouch with you at their earliest convenience.

ACR and Digital Frog Pty. Ltd. conform to all guidelines and regulations as set out by the Department of Consumer Employment and Protection.

ACR and Digital Frog Pty. Ltd. are responsible vendors and will always look to resolving problems or issues in the best interests of both the customer and the vendor ( that is: Win: Win).

**Thank You for choosing Australian Computer Resellers and Digital Frog Pty. Ltd..**

I have read and agree to abide by the terms and conditions as outlined above.

SIGNATURE \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/2008

The details to follow apply to a:

Lay-by  Internet Order  Phone Order  Special Order  Other  \_\_\_\_\_

*\*Please note: Cash or EFTPOS Payments may be made in person at our Cannington Store, and a Tax Invoice or receipt will be issued at the time of payment.*

Purchaser's Details :

NAME: \_\_\_\_\_  
First or Preferred Name Family Name

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Mobile)

POSTAL ADDRESS: \_\_\_\_\_  
(If Different) City State Post Code

EMAIL ADDRESS: \_\_\_\_\_

Payments to be made by:

Direct Deposit  Credit Card  In-store  Other  (by prior arangement only) \_\_\_\_\_

Please Make Direct Deposits to:

**Westpac BSB: 036 231 Account Number: 281123 Digital Frog Pty. Ltd.**

*When making payment by Direct Deposit, please use your surname as a reference code.*

Credit Card Payments VISA  MASTERCARD  EXPIRY DATE \_\_\_\_/\_\_\_\_ Security Code \_\_\_\_\_

NAME ON CREDIT CARD \_\_\_\_\_ For the amount of: \$ \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/2008

CARD NUMBER 

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Invoice or Docket Number: \_\_\_\_\_ Date of Purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_ Finalise by: \_\_\_\_/\_\_\_\_/\_\_\_\_

Total Purchase Amount \$ \_\_\_\_\_ Minimum Payment Amount: \$ \_\_\_\_\_ per \_\_\_\_\_

SALES PERSON'S SIGNATURE \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/200\_\_

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