

Vendor	Warranty Period	Warranty Procedure	Service Centre
AOC	3 years	Within DOA period return to DMA for replacement	Thomas Electronics 1300 30 3751
	DOA Period - 7 Days DOA + Dead Pixel Warranty from <u>END USER NVOICE</u>	Outside DOA, <u>END USER</u> needs to contact Service centre to arrange ONSITE PICKUP	1300 55 8809 teservice@thomas.com.au lcdinfo@thomas.com.au
Acer	LCD - 3years	Within DOA period return to DMA for replacement	Acer Service Centre 1300 365 100
	NB - 1year		
	DOA Period - 7 Days DOA + Zero Dead Pixel Warranty from END USER NVOICE	After DOA Period- <u>END USER</u> contact Acer Service Centre	
Asus	NB – 2years International Warranty	Within DOA period return to DMA for replacement	Asus Service Centre 1300 278 788
	EeeBox – 2years		
	LCD – 3years	NB,EeeBox,LCD - <u>END USER</u> contact Asus Service Centre	
	MB/VGA – 3years	MB/VGA - return to DMA to send off for repair/replacement	
	DOA Period – 7 days from DMA Invoice		
Belkin	Lifetime Warranty	Within DOA period return to DMA for replacement	Belkin Australia 1800 235 546
		Outside DOA, <u>END USER</u> contacts Belkin to arrange Warranty	supportau@belkin.com

BenQ	LCD - 3years DOA Period - 7days DOA. Minimum 3 bright/dark dots pixel policy	Within DOA period return to DMA for replacement Outside DOA, END USER contacts service centre for ONSITE PICKUP	BenQ Australia 1300 130 336 -
Canon	1year. DOA Period – 7 days from DMA Invoice	Within DOA period, return to DMA for replacement Outside DOA, END USER contacts Canon	Canon 13 13 83
Intel	3years. DOA Period – 7 days from DMA Invoice	After 30days from customer invoice, Reseller must deal direct with Intel	Intel 1800 649 931
Linksys	2 years. DOA Period – 7 days from DMA Invoice	Contact Linksys for case number BEFORE returning to DMA for RA	1800 605 971 anzsupport@linksys.com
MSI	MB – 3years NB/VGA – 2years AIO – 1 year Netbook – 1 year Accessories – 1year DOA Period – 7 days from DMA Invoice	Within DOA period return to DMA for replacement MB/VGA/Accessories - Outside of DOA Return to DMA NB/Netbook/AIO - END USER contacts MSI to arrange ONSITE PICKUP	MSI Australia rma@msicomputer.com.au rma1@msicomputer.com.au rma2@msicomputer.com.au 1300 669 260
Netcomm	1year	Contact Netcomm for case number BEFORE returning to DMA for RA	(08) 9467 8980

DOA Period – 7 days from DMA Invoice

Samsung	LCD – 3years	LCD - Within DOA Period return to DMA for replacement.	Camtec Electronics (LCDs Only)
	DOA Period – 14 days DOA & Dead pixel policy from DMA Invoice	Outside DOA, END USER contacts Samsung or Service centre for ONSITE PICKUP .	(08) 9358 4444 1300 139 499
	Printer – 1year	Printer – Within DOA period return to DMA for replacement.	
	DOA Period – 7 days from DMA Invoice	Outside DOA, END USER contacts service centre for Return to Base Warranty	Samsung Australia 1300 362 603 (LCDs & Printers)

Toshiba	1year	Within DOA Period return to DMA for replacement.	Toshiba Mobile Care
	DOA Period – 7 days from End User Invoice		13 30 70
		Outside DOA, END USER contact service centre for ONSITE PICKUP	

Viewsonic	3years	Within DOA Period return to DMA for replacement.	Viewsonic 1800 880 818
	DOA Period – 30days DOA & Dead pixel policy from DMA Invoice	Outside DOA, END USER contact service centre for ONSITE PICKUP	service@au.viewsonic.com

All Other Components	1year warranty, unless specified otherwise according to pricelist.	Within DOA Period return to DMA for replacement.	
	DOA Period – 7 days DOA from DMA Invoice	Outside DOA, reseller returns to DMA to send off for repair	
