

Digital Home Systems Pty Ltd: Warranty Policy and Process

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This document defines the detailed policy and process for all warranty claims and returns of products offered by Digital Home Systems Pty Ltd (DHS) to its Resellers.

The policy details:

1. DHS provides limited 12 months warranty on hardware and 90 days on software from the date of delivery to a Reseller. The full T&C including warranty scope is available in the DHS Reseller Application Form and online on our B2B portal:
[http://www.digitalhomesystems.com.au/DHS Terms and conditions.pdf](http://www.digitalhomesystems.com.au/DHS_Terms_and_conditions.pdf)
2. All inquiries and communication from the end customer are to be handled by the Reseller.
3. First level of support in troubleshooting and resolving issues is provided by the Reseller.
4. Second level of support in troubleshooting and resolving issues is provided by DHS.
5. Third level of support in troubleshooting and resolving issues is provided by the Manufacturer of the product.
6. For all authorised and confirmed warranty claims DHS, at its discretion, will either
 - a. Repair or replace free of charge a faulty product, or
 - b. Refund the Reseller the full product price paid for the faulty product.
7. All faulty products must be returned to DHS office under Return Authorisation (RA) to qualify for warranty replacement/repair or refund. The exception is (to) Vera gateways sold to non-Australian Resellers, if gateways have been authorised by the Vera Support team in writing as faulty hardware.
8. Main powered devices requiring wiring e.g. switches and dimmers must be installed by a certified electrician in Australia and New Zealand to fulfil the warranty claim requirements. The electrician's certification number and contact number must be provided for such products to proceed with the warranty claim.
9. All returns are to be sent to:

Digital Home Systems Pty Ltd

17 Northern Rd, Heidelberg West
VIC 3081, Australia

10. Contact details to DHS regarding product warranty claims:

Registration of warranty claim:

B2B portal www.digitalhomesystems.com.au using Warranty Claim form available after login to the website

Requests for Second Level Support in troubleshooting:

Phone: 1300 099 283

Email: support@dhsys.com.au

The process details

With minor modifications to Vera and Fibaro gateways – which cases are defined separately below – warranty claim process for all products offered by DHS is the following:

1. Inquiry / claim from end customer (user of the product) is to be received and analysed by the Reseller who sold this product to the end user. DHS will not respond to unsolicited requests from end users by-passing the Reseller.
2. The Reseller should offer all applicable troubleshooting steps and work with the end user to try to resolve the issue. Checking the wiring, details of application of the product, its configuration, specifics of the issue and offering further tests and known fixes and workarounds are among the steps to be undertaken by the Reseller under the First Level of Support.
3. In the event of more difficult cases the Reseller may request Second or Third Level Support by contacting DHS. The objective is to resolve the issue as much as it is possible at the end user's location for his convenience.
4. Once the product is confirmed by the Reseller (or DHS in case of Second Level Support requested) as hardware faulty, the Reseller has to:
 - i. Submit Warranty Claim online via B2B portal www.digitalhomesystems.com.au by completing the Warranty Claim form (available on B2B portal after login). Among other data, the original order number or copy of the DHS invoice is required to proceed with the claim.

Send the faulty unit to DHS for the final assessment. The shipping address is: Digital Home Systems Pty Ltd, 17 Northern Rd, Heidelberg West VIC 3081, Australia

11. Please note: 230V devices e.g. switches and dimmers must be installed by a certified electrician in Australia and New Zealand to fulfil the warranty claim requirements. The electrician's certification number and contact number must be provided for such products to proceed with the warranty claim.

Once the faulty product is received, DHS will assess it and confirm to the Reseller one of the following options:

- a. The product is faulty under warranty and will be repaired and returned to the address requested by the Reseller, or
- b. The product is faulty under warranty and will be replaced by a new one and returned to the address requested by the Reseller, or
- c. The product is faulty under warranty and will be refunded to the Reseller, or
- d. The product was found fully operational and will be returned as is to the Reseller.

The Reseller must confirm the address to send the repaired / replaced product. It can be the Reseller's address or the end user's address in Australia or New Zealand. DHS will send the product with a Delivery Note the same as the original order. If other paper work is required then the Reseller has to advise and provide soft copy.

DHS will confirm via email to the Reseller the assessment results and the action undertaken.

5. Shipping costs:
 - a. The cost of sending the product to DHS (via regular Australia Post service) will be credited/refunded to the Reseller.
 - b. The cost of sending the repaired/replaced product to the Reseller's provided Australian or New Zealand address will be covered by DHS.
 - c. In the case that the returned product is found fully operational, with no fault according to its specification / manual, the Reseller is responsible for all shipping costs.
 - d. The product's refund is limited to the full product price paid by the Reseller.

The variation to Vera and Fibaro gateways warranty claims

In case of Vera or Fibaro gateway warranty claims, the Reseller must organise the following two steps with the end user to proceed with the warranty claim:

1. **For Vera gateways:** contact Vera support team via online support tool from within user interface. Request for support should be issued and the troubleshooting steps requested by Vera support team applied. The email from Vera Support team stating that the unit's hardware is faulty and requires replacement must be sent to DHS on support@dhsys.com.au
For Fibaro gateways: request support and assessment via email to support@fibaro.co.nz
The email from the Fibaro Support team stating that the unit has faulty hardware and requires replacement must be sent to DHS on support@dhsys.com.au
2. The request to remove the faulty gateway from the end user's account should be submitted via the gateway's user interface (Vera – www.home.getvera.com , Fibaro - remote user interface). If that is not possible for any reason then email a request to support@getvera.com.au (Vera) or support@fibaro.co.nz (Fibaro) to resolve the issue.