

exertis

Address: M50 Business Park, Ballymount Road Upper, D12 T4C2, Dublin, Ireland, Registration number: 73204

Phone: + 353 1 408 7171

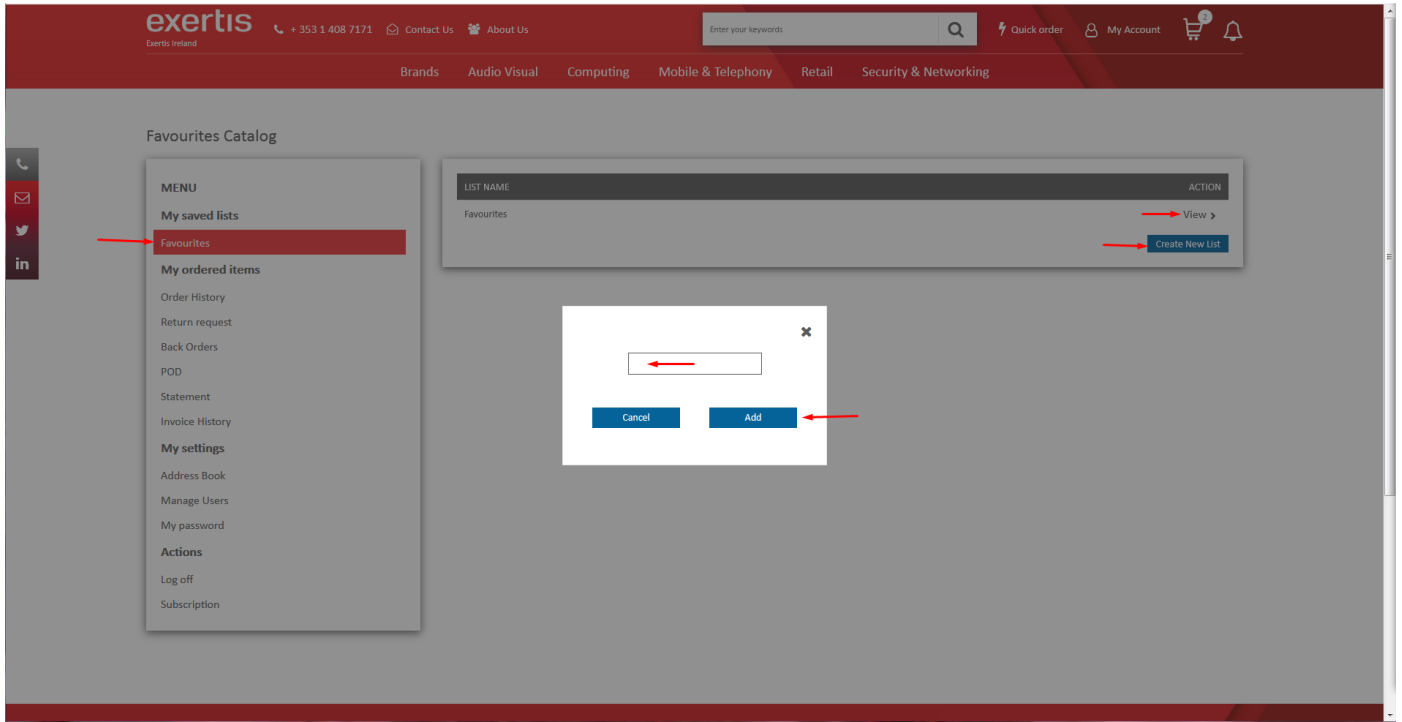
Email: websupport@exertis.com

Internet: www.exertis.ie

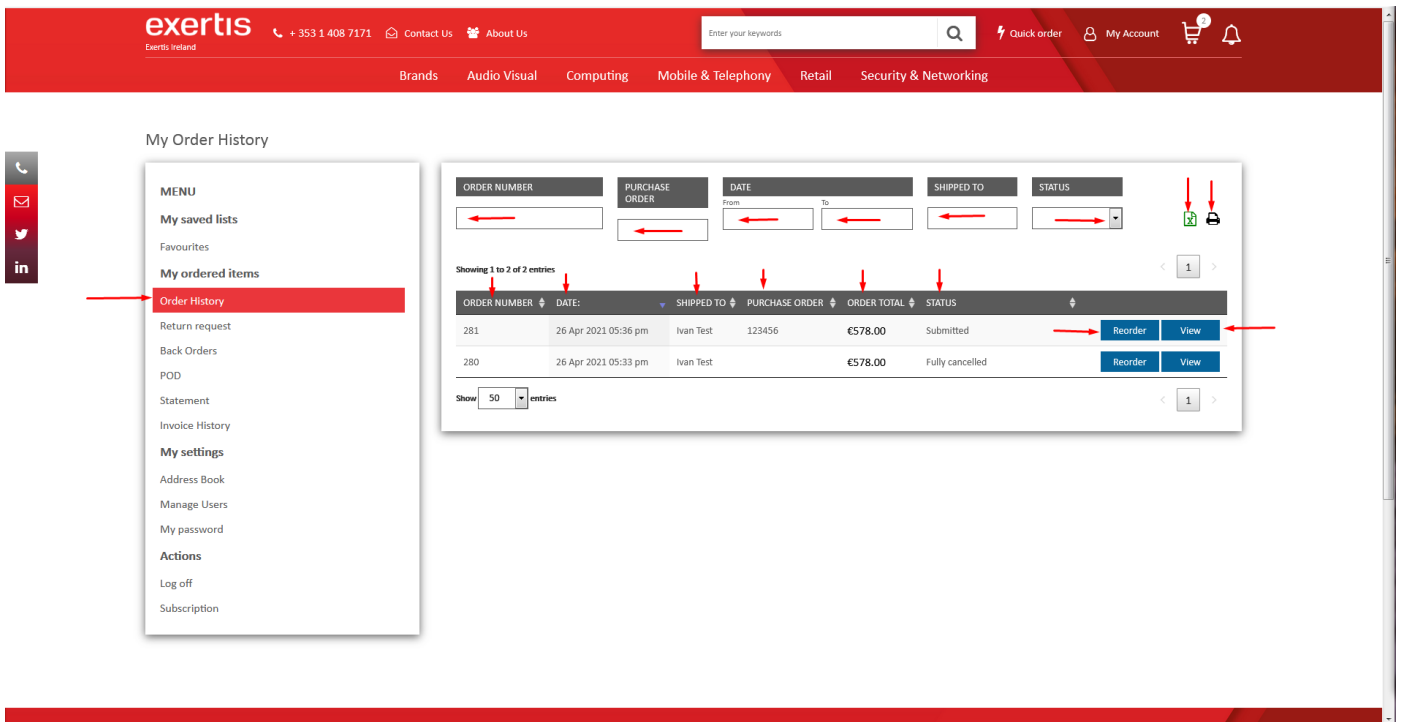
Managing User Account



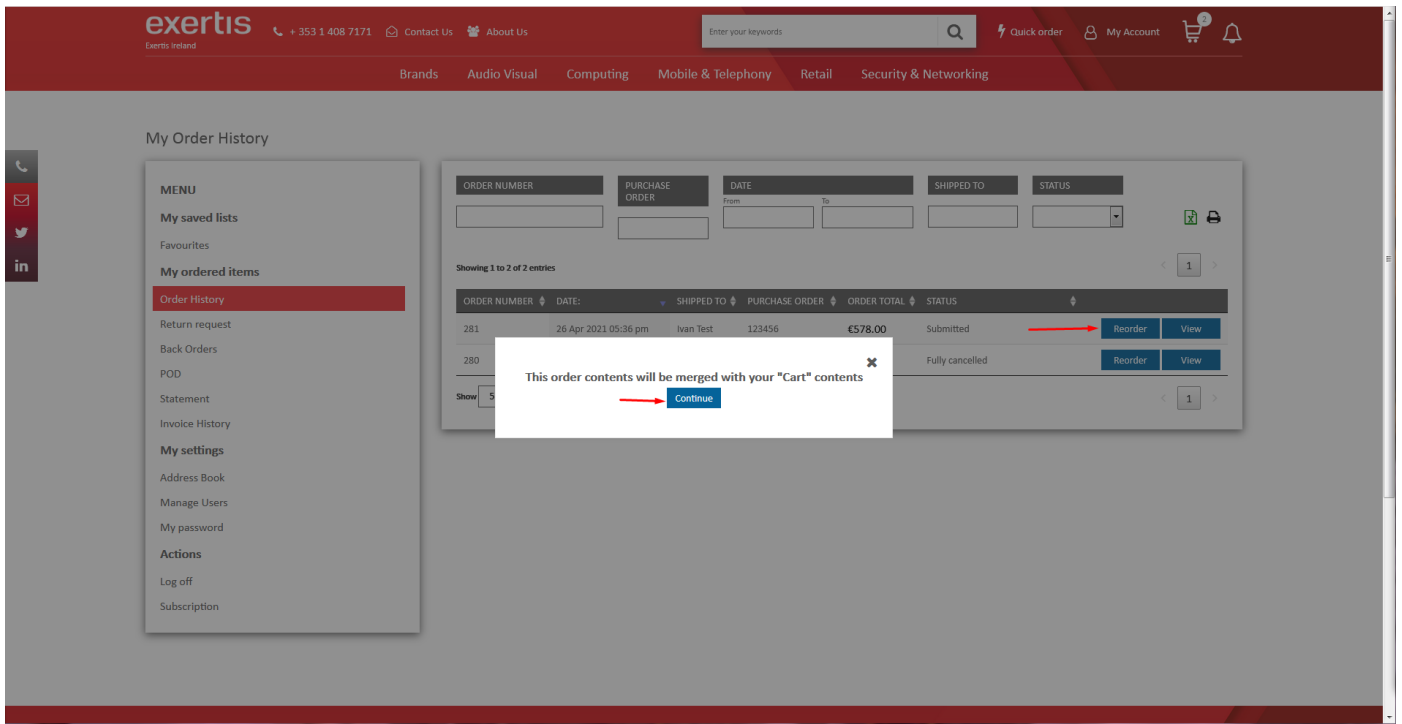
After you logged in to your account you can choose the required option in the left menu and manage the required area. If you click on Favourites tab you can view your existing favourites by clickin on View link or create a new list by clicking on the corresponding button and add them in the pop up window.



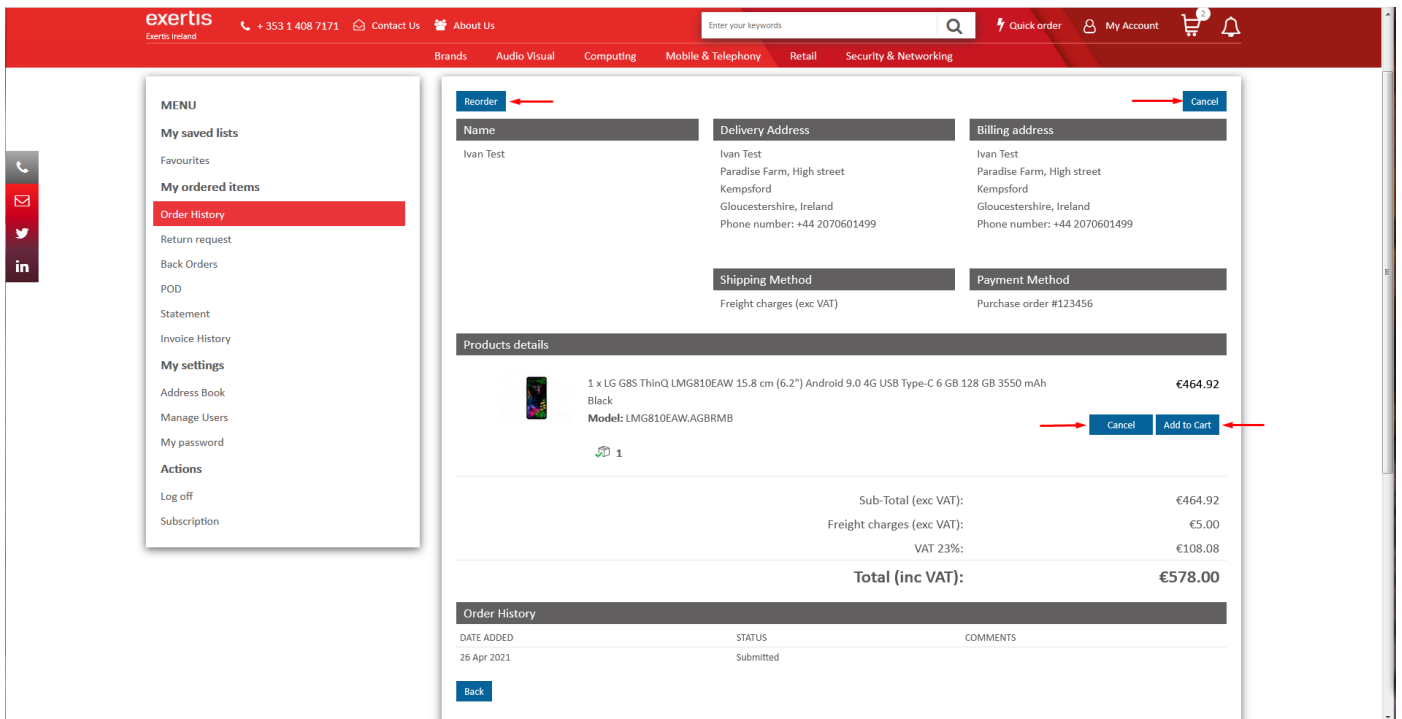
If you click on **Order History** tab you can view the information about your orders, **search** for the required order using the **filters**, **export** or **print** your orders by clicking on the corresponding icons as well as **reorder** or **view** the required order **further** by clicking on the corresponding buttons.



If you click on **Reorder** button you will be offered to continue further.



If you click on **View** button you will see the details of your order. You can **cancel** or **reorder** this order by clicking on the corresponding buttons as well as **add to cart** or **cancel** a product in this order by clicking on the corresponding buttons.



If you click on **Return request** tab you can submit the **returns request form** as well as **download** it by clicking on the corresponding button.

My Account Information

Account Number - 123456789

- MENU
- My saved lists
- Favourites
- My ordered items
- Order History
- Return request**
- Back Orders
- POD
- Statement
- Invoice History
- My settings
- Address Book
- Manage Users
- My password
- Actions
- Log off
- Subscription

Returns Request Form & Procedure

Download form

Critical Information Requirement

Company Name:

Collection Address:

Contact Details:

Name:

Phone:

Email:

Product Code	Qty	IMEI/Serial Numbers	Exerts Invoice or Delivery No. (Required)	If request DOA, please give full fault details of the item(s) requested.

Please tick below Reason for Return

Sales Order Customer Order Error Duplicate Order

Picking Error DOA Credit DOA Exchange

For any DOA requests please ensure that copy of your proof of sale to end user is included with completed form so to confirm items requested are within the manufacturer's DOA window for return. All other types of requests please confirm if the factory seals are unbroken on the items requested.

Signature: Date:

Before completing this form please read the following:

By signing the above it confirms that you have fully read the Exerts Ireland Terms and Conditions of Sale which are available via www.exerts.ie and have read the Return of Products Procedure to Exerts Ireland Limited available on next page(s). Please ensure that this form is completed in full, as incomplete information will delay processing of your claim, or may result in claim rejection. **Please return this claim by email to ireland.returns@exerts.com**

Return of Products Procedure to Exerts Ireland Limited

Exerts Ireland does not accept the return of goods save where expressly provided by law. Any request for a return must be approved in advance by Exerts Ireland's customer service team as detailed below.

At Exerts Ireland we have streamlined the process of returning goods, providing our customer with a faster, more efficient service. We have identified the need to speed up the process by clearly setting out the circumstances that warrant a return and the steps which must be taken to activate the return. The individual terms for making requests vary by manufacturer and these are listed in 'Manufacturers Terms and Conditions for Return'.

Overview of the Process

1. Requests to return goods to Exerts Ireland must be made using the return form on the Exerts Ireland website. If you don't have access to the Exerts Ireland website then Manual Returns Request form may be requested, completed & sent back via e-mail to ireland.returns@exerts.com
2. If a valid return request is received by Exerts Ireland, a Returns Authorisation Number (RAN) will be issued to you. The target time for issuing RAN numbers from receipt of the request is one working day but in some cases if the manufacturer's approval is also required it may take up to 10 working days. This RAN number is a reference number, which signifies that the product has been approved for [transit](#) back to Exerts Ireland. When enquiring about the status of the return you must quote this number. Please note that a RAN does not signify authorisation for credit.
3. Exerts will organize collection of all faulty goods from your premises. Collection date will be communicated in advance by email.
4. On arrival in Exerts Ireland, the products will be assessed and subject to approval, the return will be accepted and a credit note (CN) issued to you. Please note that in some cases fault will have to be confirmed by manufacturer first which may result in delays in issuing a CN. Where manufacturer's approval is required, it is Exerts policy not to issue CN until equivalent has been received by Exerts.
5. If the return does not comply with agreed terms & conditions the goods will be sent back to you with details of the refusal attached.
6. All RANs will automatically be closed if :
7. Stock isn't ready for collection by our driver
8. Incorrect collection address advised by customer

Please note that in this case you will need to reapply for a new RAN but if it falls outside of DOA Window for your product at the time of second request it will be rejected. Please see DOA by Vendor file for such details.

Detail of the Process

Returns Claim Form is submitted via the Exerts Ireland web site along with a copy of receipt (POF proof of purchase) from end user

The Form must state the correct product code, invoice number, serial number or IMEI where applicable and quantity. In addition, it must correctly give one of the following reasons:

- a. Exerts Sales order Error
- b. Dead on arrival (DOA) * Exchange
- c. Dead on arrival (DOA) -> Credit
- d. Faulty - "detailed fault description"

DOA product is in many cases handled directly by the manufacturer. The best advice for you in this case is to speak to the manufacturer to determine whether the fault is in fact DOA and how to proceed from there on. Your Exerts Ireland representative is available to point you in the right direction. If you would like to check the individual manufacturer's DOA procedures and DOA window time frames, all can be found in "DOA by Vendor" file.

Exerts Ireland must comply with its vendors' terms and conditions for approval of returns of goods.

How Goods Qualify for Returns?

To be suitable for return, the products must comply with the following conditions:

- Fall within the 'manufacturers' own returns criteria'.
- Exerts invoice be no older than 5 working days from issue date. (Note: this does not apply to faulty or DOA products.)
- Be in the original, undamaged packaging.
- Have unbroken seals - which includes cellophane. (Note: this does not apply to faulty or DOA products.)
- Have all accessories and manuals, cables, etc.
- Be unused (Note: this does not apply to faulty or DOA products.)
- Have been purchased as normal product and not as part of promotion or special offer.
- Have remained undamaged after delivery to you.

Preparing the Goods for Collection

Once a RAN has been issued, Exerts Ireland will arrange to collect the goods within three days.

Goods returned for repair under warranty must be accompanied by a copy of the original invoice, or must quote the original invoice number and date of purchase. It is your responsibility to ensure that any Goods returned are properly insured.

Exerts Ireland reserves the right to vary the specification of any item, withdraw, modify or amend any such item without prior notice. Prices quoted are subject to variances in exchange rates and in consequence prices will be those holding at the date of despatch.

Collection of Goods

1. Exerts will organize collection of faulty goods from your premises
2. Current time frame for all pick-ups after RAN number was issued is as follows:
 - a. 2-3 working days for Republic of Ireland
 - b. 3-5 working days for Northern Ireland
 - c. Up to 10 working days from outside Ireland
3. In the case of any dispute over the collection of returns and if returns are consolidated into one collection, it is your responsibility to provide Proof of Return of all items. This will be accepted by supplying a signature of the person who collected the goods (Driver) and the name of the company they represent (logistics company) and number of boxes returned.
4. Exerts Ireland reserves the right to reject all claims

Testing and Issuing of Credit for faulty products

1. Upon arrival at Exerts faulty product will be assessed either on the site or returned to the manufacturer for fault assessment at the manufacturer premises as per their DOA product specifications.
2. Exerts will make every effort to assess all returns as swiftly as possible but in some instances delays may occur if product has to be tested directly by manufacturer.
3. Exerts does not accept any liability whatsoever for any direct or indirect costs, expenses, losses or damages arising from any such delays.
4. If Exerts or manufacturer determines that faulty product meets DOA criteria, a credit note will be issued in line with policy as per point 4 in Overview of policy.
5. If Exerts or manufacturer determines that no fault has been found or product fails to meet manufacturer's DOA criteria, products will be returned to the Customer who will be responsible for all returns costs.

If you have any questions about the Returns Procedure, please contact any member of the Returns Team at: e-mail ireland.returns@exerts.com or, P/H: (01) 408 7171.

CONTACT

M50 Business Park,
Ballymount Road Upper
D12 1A22
Dublin, Ireland

+ 353 1 408 7171
Monday - Friday (9:00 AM - 5:30 PM)

SUPPORT

Featured Products
New Products
All Products

INFORMATION

Brevit Statement
Data Protection
Quality Statement
Terms & Conditions
Exerts Group Website
Cookie Policy

Modern Slavery Act Statement
Supplier Code of Practice
Website Terms
Careers
a DCC Company



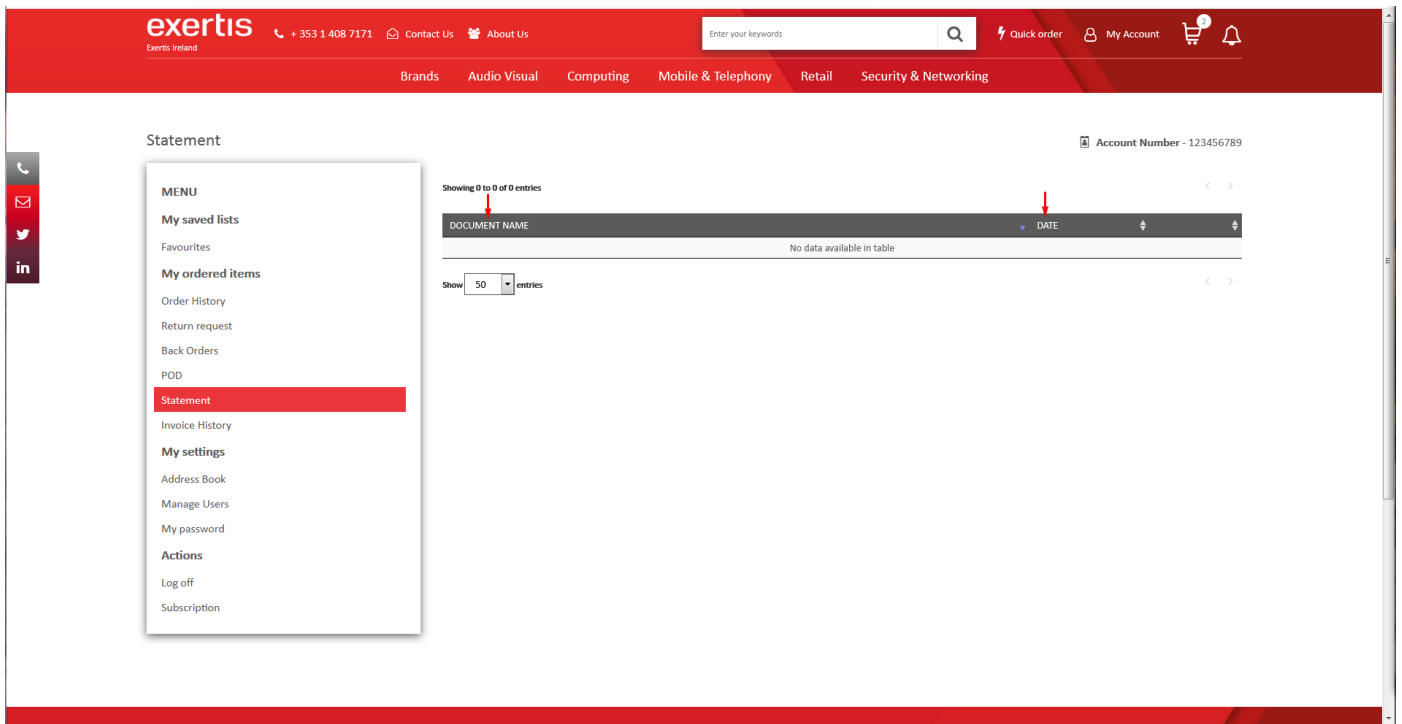
If you click on **Back Orders** tab you can view the information about your back orders, **search** for the required back order using the **filters**, **export** or **print** your back orders by clicking on the corresponding icons.

The screenshot shows the Exertis website interface. The top navigation bar includes the Exertis logo, contact information, and a search bar. Below the navigation bar, there are category links: Brands, Audio Visual, Computing, Mobile & Telephony, Retail, and Security & Networking. The main content area is titled 'Back Orders'. On the left, a sidebar menu is visible with 'Back Orders' highlighted. The main content area displays a table with the following columns: PURCHASE ORDER, ORDER NUMBER, PRODUCT CODE, PRODUCT DESCRIPTION, ORDER QUANTITY, OPEN QUANTITY, ALLOCATED, and EXPECTED DELIVERY DATE. The table is currently empty, showing 'No data available in table'. There are search filters for ORDER NUMBER and PURCHASE ORDER at the top, and export/print icons on the right.

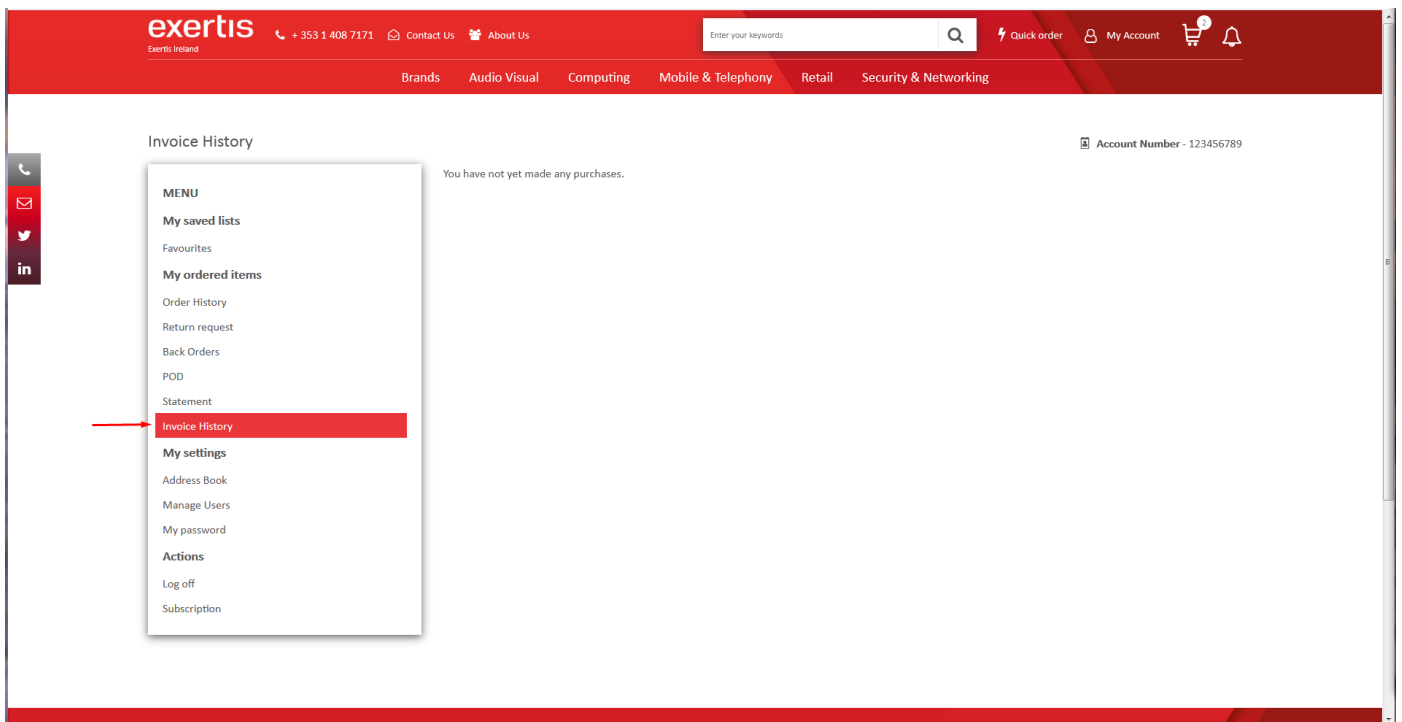
If you click on **POD** tab and once you make any **purchases** you will see the corresponding information there.

The screenshot shows the Exertis website interface. The top navigation bar includes the Exertis logo, contact information, and a search bar. Below the navigation bar, there are category links: Brands, Audio Visual, Computing, Mobile & Telephony, Retail, and Security & Networking. The main content area is titled 'POD'. On the left, a sidebar menu is visible with 'POD' highlighted. The main content area displays the message 'You have not yet made any purchases.' and the account number 'Account Number - 123456789'.

If you click on **Statement** tab you can view the information about your statements.



If you click on **Invoice History** tab and once you make any **purchases** you will see the corresponding information there.



If you click on **Address Book** you can view your address information as well as see **how** this address is used by pointing the mouse to information icon.

The screenshot shows the Exertis website interface. At the top, there is a red header with the Exertis logo, contact information, and navigation links. Below the header, a navigation bar lists various product categories. The main content area is titled 'My Personal Address Book'. On the left, a 'MENU' sidebar lists various account management options, with 'Address Book' highlighted in red. The main content area displays a list of addresses. The first address is for 'Ivan Test' and is marked as 'Primary'. A tooltip points to the 'Primary' status, explaining that this address is used for shipping and billing and as the base for product and service tax calculations.

If you click on **Manage Users** tab you can **view** or **update** the information in the fields as well as manage **multi login emails** functionality by filling in the fields, checking the boxes and clicking on the buttons (information **tips** are also available to clarify the option).

Note: Multi login emails functionality will be available **only after** it is switched **on** by your administrator in the admin area.

The screenshot shows the Exertis website interface. At the top, there is a red header with the Exertis logo, contact information, and navigation links. Below the header, a navigation bar lists various product categories. The main content area is titled 'My Account Information'. On the left, a 'MENU' sidebar lists various account management options, with 'Manage Users' highlighted in red. The main content area displays a form for managing user information. The 'Multi Login Emails' section is expanded, showing fields for 'Email Address', 'First Name', and 'Last Name'. There are also checkboxes for 'Show prices', 'Allow cart', 'Allow checkout', 'Allow to Select from Existing Shipping Addresses', and 'Allow for One-time Shipping Address'. The 'add more' and 'Update' buttons are also visible.

If you click on **My password** tab you can **reset** your password.

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Enter your keywords Quick order My Account

Brands Audio Visual Computing Mobile & Telephony Retail Security & Networking

My Password

MENU

- My saved lists
- Favourites
- My ordered items
- Order History
- Return request
- Back Orders
- POD
- Statement
- Invoice History
- My settings
- Address Book
- Manage Users
- My password
- Actions
- Log off
- Subscription

Current Password:*

New Password:*

Password Confirmation:*

* Required information

Update

If you click on **Log off** tab you will log off from your account.

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Enter your keywords Quick order Log In

Brands Audio Visual Computing Mobile & Telephony Retail Security & Networking

Log Off

You have been logged off your account. It is now safe to leave the computer.

Your shopping cart has been saved, the items inside it will be restored whenever you log back into your account.

Continue

CONTACT

M50 Business Park,
Ballymoist Road Upper
D12 T4C2
Dublin, Ireland
+ 353 1 408 7171
Monday - Friday (9:00 AM-5:30 PM)

SUPPORT

Featured Products
New Products
All Products

INFORMATION

Brexit Statement
Data Protection
Quality Statement
Terms & Conditions
Exertis Group Website
Cookie Policy

Modern Slavery Act Statement
Supplier Code of Practice
Website Terms
Careers
a DCC Company

exertis
Exertis Ireland - About Us
a DCC business

Registered in Ireland | Registration number: 73204 | VAT Number IE4559127E

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If you click on **Subscription** tab you can **subscribe** to the certain information you would like to receive by switching **on** the switches next to the required options. You can also view the **Privacy statement** by clicking on the corresponding link.

The screenshot displays the Exertis website's user interface. At the top, the header includes the Exertis logo, contact information (+353 1 408 7171), and navigation links for 'Contact Us' and 'About Us'. A search bar is present, along with links for 'Quick order', 'My Account', and a shopping cart icon. Below the header, a secondary navigation bar lists categories: 'Brands', 'Audio Visual', 'Computing', 'Mobile & Telephony', 'Retail', and 'Security & Networking'. The main content area is titled 'Subscription' and features a left-hand navigation menu with sections for 'MENU', 'My saved lists', 'My ordered items', 'My settings', and 'Actions'. The 'Subscription' option in the 'Actions' section is highlighted with a red box. The main content area contains a message: 'Please update the subscription list below to reflect the information you would like to receive from us in the future and press confirm'. Below this message is a section titled 'Yes, you may send me email with the following content' with a list of brands and their corresponding toggle switches. The 'Cisco' toggle is turned on, while others are off. At the bottom, there is a 'Privacy statement' link and a 'Confirm' button.

Brand	Toggle Status
Cisco	On
Poly	Off
Fortinet	Off
Business to Business	Off
Apple Partners	Off
Dell	Off
Cisco Meraki	Off
IBM	Off
Sophos	Off
VMWare Ireland	Off
VMWare UK	Off