

## APPENDIX 3

### **ACER DOA Policy**

The following criteria must be met in order for a product to qualify as a DOA:

- Units must be within 7 Days of delivery by the dealer to the client and within 30 days of the distribution invoice.
- Unit must have a hardware failure. (Please ask the client to do an ALT-F10 to ensure the unit does not have a software issue)

#### ***When will a DOA be rejected:***

When the unit arrives at the Acer or Advocate solutions and do not have the following:

- Copy of the original distribution invoice.
- Copy of the original Dealer invoice.
- If all packaging is not complete and in good condition. (Inner, outer box, packing material and accessories box).
- If any of the accessories are missing.
- If the unit has a software problem.
- If the unit is physically damaged (Except where the DOA was logged because of the damage. Acer must however approve that this could have been while the unit was still at distribution).
- Any unit where the serial number on the box does not match the serial number of the unit.
- If the unit is shipped to Acer and the DOA form has not been completed.
- If the unit has a software problem.
- If the unit is “no fault found”.

#### ***How will the DOA be verified?***

- Desktops and servers must be taken to an Advocate branch for verification of the DOA.
- All other products will be collected and Acer will verify the DOA.

#### ***Where are the Advocate Solutions Branches Located?***

<b>Cape Town</b>	
Physical Address	5th Floor
	Central Park
	Black River Park
	2 Fir Road
	Observatory
Tel	+27 21 448 6788
	+27 21 448 1698
<b>Bloemfontein</b>	
Physical Address	85 President Reitz Avenue
	Unit 4
	Westdene
Tel	+27 51 448 6419
Fax	+27 51 448 5027

<b>Port Elizabeth</b>	
Physical Address	Shop 6
	Linton Arcade
	Linton Grange
Tel	+27 41 360 0144
Fax	+27 41 369 0917
<b>Durban</b>	
Physical Address	35 Mooreland Drive
	Elephant Park Complex
	Unit 3
	Redhill
Tel	+27 31 569 2100
Fax	+27 31 569 2165
<b>Gauteng</b>	
Physical Address	Agnome House
	53 Adriana Crescent
	Gateway Industrial Park
	Rooihuiskraal
	Centurion
Tel.	+27 12 661 7903
Fax	+27 12 661 5653

***What happens if there is no Advocate Branch close to the Dealer?***

Unit will have to be collected by Acer and the DOA must be verified by Acer

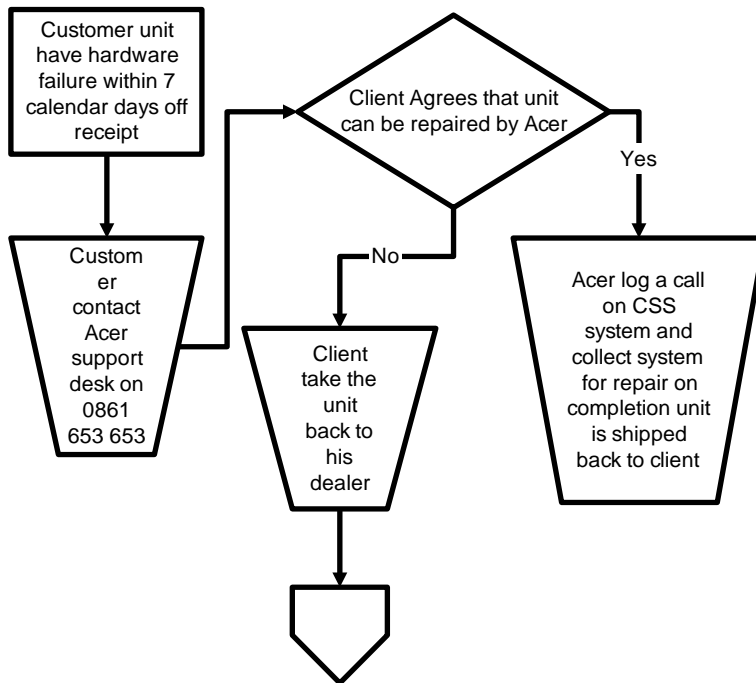
***What is not a DOA:***

Any unit which is physically damaged

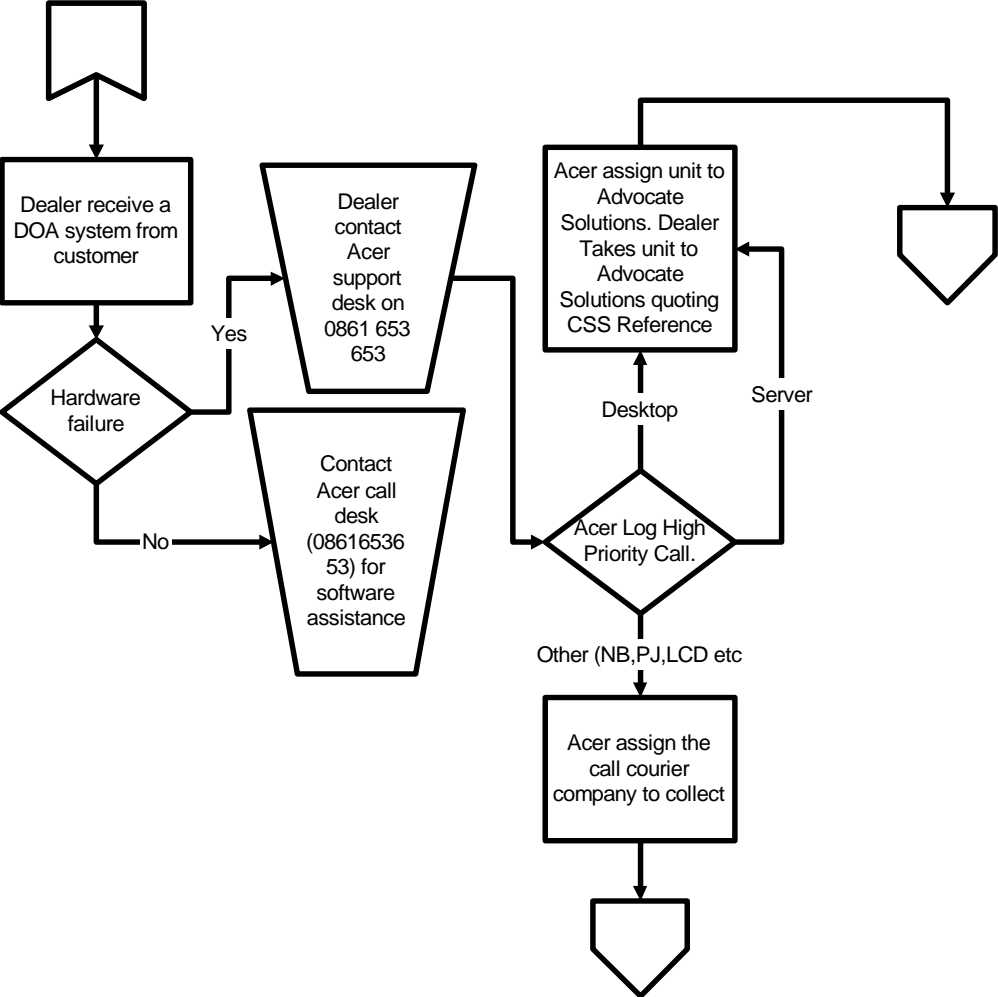
- Units with software problems.
- Any unit where the packaging is not complete or the serial number on the packaging does not match the serial number of the unit
- Any unit with third party components installed
- Any Product that has been damaged or rendered defective:
  - as a result of use of the Product other than for its normal intended use, failure to use the Product in accordance with the User's Guide that accompanies the Product, or other misuse of, abuse to, or negligence on the part of the user relating to the Product;
  - by the use of parts not manufactured or sold by Acer;
  - by modification of the Product;

- as a result of service by anyone other than Acer or an Acer Authorized Service Provider
  - by improper transportation or packing when returning the Product to Acer or an Acer Authorized Service Provider; or
  - by improper installation of third-party products (e.g., memory cards);
  - by acts of God (e.g., lightning strikes, flooding);
  - systems damaged by external power faults (e.g. power surges or power spikes).
- Minor defects of LCD displays occurring in Products equipped with LCD display technology, provided that there shall not be more than four (4) defective pixels per million pixels on a given LCD display, and provided further that, if the display panel is divided into nine (9) equal rectangular areas, there shall be one defective pixel in the central area of the display. \*

**What must the client do when He/She gets a DOA unit and contacts the Acer Call desk**



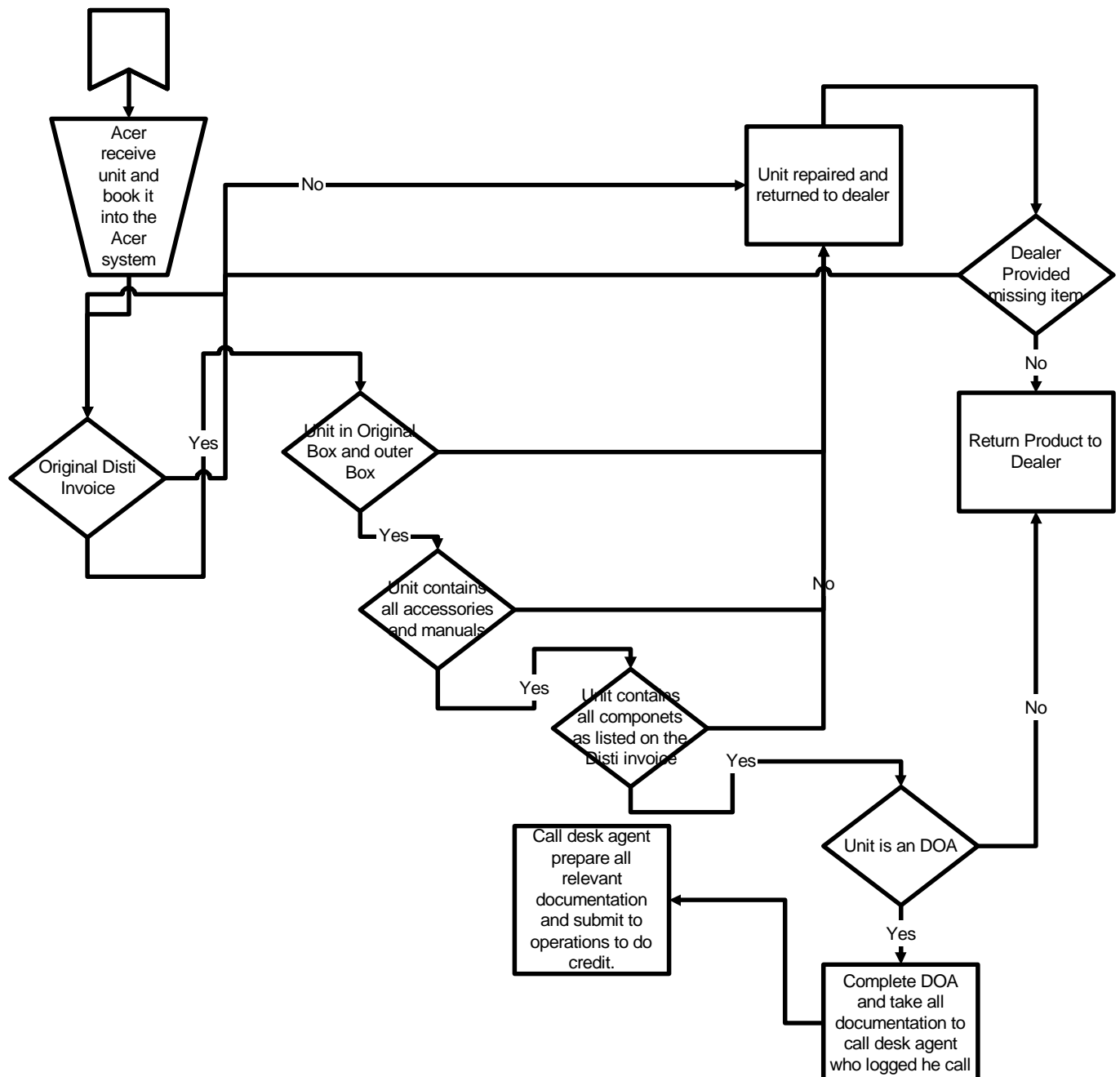
**What must the dealer do when he receives a DOA unit from the client.**



**What must the call desk do when they receive a call for a DOA Unit**

- Check if the problem cannot be resolved over the phone
- If not, log a call and fax a copy of the DOA claim form to the person who is logging the call. The CSS case ID will be used as the reference.
- When logging the call, log it as a DOA and a 12 Hour call.

**What is the Acer process**



**What will Advocate Solutions do on receipt of a DOA?**

- Receive the system on the ASP system.
- Verify that the system is an DOA (Hardware Failure)
- Issue the client with a DOA slip (DOA books should be printed by the 10/09/2008. In the interim a manual DOA form will be completed and Advocate will stamp it with their company stamp).
- Close the call on the Acer system and indicate their findings in the solution field of the ASP system. Also add the DOA reference number in this field

