

## eStore Terms & Conditions of Sale

### Shipping Policy

Standard delivery times apply and are approximately between 2 days and 4 weeks depending on stock availability and destination. For a more accurate delivery estimate, please contact us on 1300 308 531 or at [buy@advantech.net.au](mailto:buy@advantech.net.au). Upon receipt of an order, Advantech will be in contact within two working days with a more accurate delivery estimate.

### Return Policy

1. All returns to Advantech for credit must be authorized in advance with an Advantech Australia Return Material Authorization (RMA) Number. To receive your RMA number, the customer should download the Credit RMA form from the eStore website or request these form from your Sales Team Member. Simply complete the form, sign and date them and fax to your eStore Sales Team at 1800 308 531.
1. Download Credit RMA form (<http://www.advantechsg.com.sg/sg/aau/rma/rma.asp>)
2. In no case will outbound freight charges billed on the original invoice be credited to the customer when material is returned.
3. Once an RMA is issued for return of material, it is valid for 30 days. Material received in our Melbourne, warehouse more than 30 days from issuance of the RMA may not be credited and will be returned to the customer at their expense. It is the responsibility of the customer to ensure the material is returned within this time frame.
4. Material returned to Advantech that is not shown on the initial Credit RMA request will be returned to the customer at their expense.
5. Advantech Australia reserves the right to revise any part of the above without notice.
6. Customer must contact Advantech for all repair returns and receive a RMA number when making inquiries, always refer to your RMA number.
7. All RMA shipments must be prepaid by the customer and include the RMA number, written clearly on the shipping label and packaging list. Shipments that do not have a clearly visible RMA number will be refused.
8. Should no fault be found Advantech Australia reserves the right to charge a \$110.00 no fault found fee for all products returned as defective with which our engineers can find no fault.
9. Request for credit excludes non-stock & non-stocked items, installed software or goods incorrectly ordered, and in any case must follow Advantech Australia's approval process before they can be returned. Goods are acceptable only in new, resalable condition with the original boxes and seals intact. Goods shipped for credit must be returned prepaid with a copy of invoice. Refunds exclude freight fees, and deductions are made for residual credit card fees incurred by Advantech Australia. Refunds are payable by credit note, cheque, or credit card according to the original purchase, with the exemption of Amex which is refunded by cheque. The minimum restocking fees calculated from date of invoice and subject to approval are:
  - <14days (15% restocking fee)
  - 14 to 60 days (20% restocking fee)
  - 60 to 90 days (50% restocking fee)
  - >90 days (No returns accepted)

## **Privacy Policy**

The eStore respects your right to privacy. The following policy we hope will answer any questions you might have concerning the way your information is collected, controlled and safeguarded. The eStore follows all applicable laws on data privacy protection and data security. The ultimate goal for gathering information is to improve service and support to customers.

### **1. PERSONAL DATA**

The eStore will not collect any personal data about you (e.g. your name, address, telephone number or e-mail address), unless you voluntarily choose to provide us with it (e.g. by registration, surveys, etc.).

The eStore is the sole owner of the information collected on our web sites. Under no circumstances will we share your information with anyone other than those directly involved with the purchase and shipment of your order, unless you explicitly give us permission to do so.

We may use your e-mail address to notify you of special offers and promotions that you are eligible to participate in as a registered customer. You may decline this service.

### **2. NON-PERSONAL DATA COLLECTED AUTOMATICALLY**

When you access our Web site, we may automatically (i.e., not by registration) collect non-personal data (e.g. type of Internet browser and operating system used, IP address, domain name of the Web site from which you came, number of visits, average time spent on the site, pages viewed). We use this data to monitor web interaction, analyze trends, improve performance and content and study the needs of customers more closely. This will be performed in accordance with the applicable data privacy protection legal framework.

### **3. PURPOSE OF USE**

When you do provide us with personal data, we usually use it to respond to your inquiry, process your order or provide you access to specific information or offers. Also, to support our customer relationship with you:

We may store and process personal data and share it with our worldwide affiliates and partners to better understand your business needs and how we can improve our products and services; or

We (or a third party on our behalf) may use personal data to contact you about an eStore offer in support of your business needs or to conduct online surveys to understand better our customers' needs.

If you choose not to have your personal data used to support our customer relationship (especially direct marketing or market research), we will respect your choice. We do not sell or otherwise market your personal data to third parties, except to eStore/Advantech's affiliates and partners.

### **4. PURPOSE LIMITATION**

The eStore will collect, use or disclose personal data supplied by you online only for the purposes disclosed to you, unless the disclosure:

- Is a use of the personal data for any additional purpose that is directly related to the original purpose for which the personal data was collected,
- Is necessary to prepare, negotiate and perform a contract with you,
- Is required by law or the competent governmental or judicial authorities,
- Is necessary to establish or preserve a legal claim or defense,
- Is necessary to prevent fraud or other illegal activities, such as willful attacks on eStore/Advantech IT systems.

## **5. "COOKIES" - Information Stored Automatically on Your Computer**

When you view one of our Web sites, we may store some data on your computer in the form of a "cookie" to automatically recognize your PC next time you visit. Cookies can help us in many ways, for example, by allowing us to tailor a Web site to better match your interests or to store your password to save you having to re-enter it each time. If you do not wish to receive cookies, please configure your Internet browser to erase all cookies from your computer's hard drive, block all cookies or to receive a warning before a cookie is stored.

## **6. CHILDREN**

The eStore/Advantech will not knowingly collect personal data from children without insisting that they seek prior parental consent if required by applicable law. We will only use or disclose personal data about a child to the extent permitted by law, to seek parental consent pursuant to local law and regulations or to protect a child. The definition of "child" or "children" should take into account applicable laws as well as national and regional cultural customs.

## **7. SECURITY**

To protect your personal data against accidental or unlawful destruction, loss or alteration and against unauthorized disclosure or access, the eStore/Advantech uses technical and organizational security measures.

## **8. LINKS TO OTHER WEB SITES**

The eStore/Advantech web sites contain links to other web sites. The eStore/Advantech is not responsible for the privacy practices or the content of other Web sites.

## **9. QUESTIONS AND COMMENTS**

The eStore/Advantech will respond to reasonable requests to review your personal data and to correct, amend or delete any inaccuracies. If you have any questions or comments about the eStore/Advantech Web Security and Privacy Policy (e.g. to review and update your personal data), please email us at [buy@advantech.net.au](mailto:buy@advantech.net.au) or call us direct at 1300 308 531. As the Internet matures, so will our Web Security and Privacy Policy. We will post changes to our Web Security and Privacy Policy on this page. Please check this page regularly to keep up-to-date.

## **10. SECURE SHOPPING**

This website takes every precaution to protect your information. When you submit sensitive information via our website, your information is protected both online and off-line. When our order form, log-in page, and/or registration page asks you to enter sensitive information (such as credit card number), that information is encrypted and is protected with the best encryption software in the industry - SSL.

In addition, VeriSign is used as our certifying authority. While on a secure page, such as our order form, the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, in normal non-secure use. While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information.

## **11. CONSENT**

By visiting eStore/Advantech's website, you consent to the practices described in the Privacy notice and your visit and any dispute over privacy is subject to this notice.

## **Contact Us**

Have questions or need help?

### General Inquiries

Give feedback or report problems with the eStore website, ask questions about our programs, and more

Email Us : [buy@advantech.net.au](mailto:buy@advantech.net.au)

### Sales

Get help selecting a product or request a quote.

Phone: 1300 308 531

Fax: (03) 9797 0199

Email Us: [buy@advantech.net.au](mailto:buy@advantech.net.au)

### Technical Support

Get help with Advantech products you have purchased.

Phone: 1300 308 531

Knowledge Base

Email Us: [buy@advantech.net.au](mailto:buy@advantech.net.au)

### Customer Support

Get help tracking orders, updating your account information, requesting literature, and placing orders online.

Phone: 1300 308 531

Fax: (03) 9797 0199

Email Us: [buy@advantech.net.au](mailto:buy@advantech.net.au)