

## **Distributor Statement**

### **Warranty Case Clarification**

As the authorised distributor, all warranty return (RA) requests are handled in accordance with the manufacturer's warranty terms and our standard RA processes.

In all cases, returned products are assessed and submitted through the manufacturer's warranty channel. The possible outcomes are typically:

- Like-for-like replacement
- Equivalent replacement, when available
- Credit, where neither replacement option can be provided

In this instance, the returned Corsair LPX low-profile memory could not be replaced, as neither a like-for-like nor a suitable equivalent product of similar specifications and value was available, and no confirmed ETA was provided by the manufacturer.

Accordingly, the claim was finalised by issuing a credit in line with the standard RA process. We believe this outcome is consistent with both the manufacturer's warranty framework and standard RA practice.

We would also like to confirm that Umart has followed the correct and established warranty procedures throughout this claim. The matter was processed in accordance with the standard distributor and manufacturer warranty framework, including assessment, replacement review, and credit outcome where replacement options were unavailable.

For clarity, once a claim is credited through the manufacturer warranty channel, the returned Corsair LPX low-profile memory remains within the distributor/manufacturer RA system and is not returned to Umart.

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**Leader Computers AU**