



## Buyer BEWARE buying online

e365 SuperStore have found many online shops/ecommerce (Australian) have disturbing issues with their web sites!

- Prices advertised on their ecommerce/Online shop **don't include 10% GST**
- **Check that the equipment is not a grey import - overseas stock! Warranty in Australia?? Support and repairs??**
- **No option to provide installation Australia-Wide**
- **Tier 1 pricing** structure and access to Vendor **national sales and technical pre sales staff.**
- Have **no physical address** on the web site – only a phone number! What if you want to return goods?
- Mention only via Australia Post return?
- How do you know it's not **Refurbished stock, Pre used or Demonstration stock???**
- Do these webs sites mention that they are **Authorised Partners??** I.e. Microsoft, Yealink, Logitech, Zoom, HP, Lenovo, Neat, Poly, Cisco, Google, Google workspace, Barco, Aver, Samsung and Crestron?
- **What about technical issues?? Do they have Certified Technical personnel?**
- We have found web sites with an address but has no number in the street?? Google search

### It's your money at risk

### Don't forget we offer as well

1. Cloud Voice & Video services
2. Installation services Australia-wide
3. Help desk 24/7\*
4. Maintenance and support options i.e. onsite support\*
5. User Training
6. Free demonstrations and trial/demo systems \*

\*Subject to conditions & vendor.

