

**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, Logitech, Zoom, HP, Lenovo, Neat, Poly, Cisco, Google, Google workspace, Jabra, 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.

