

CUA Number: CUACMD2021

Last Updated: 30 JUNE 2024

CUACMD2021 PANEL 1 - DEVICES

Procurement Lifecycle Document

JB HI-FI GROUP PTY LTD

Contractor Name

Contact information

Approved Dealers

Offered Hardware and Services

Offered Brands:

Offered Ancillary Services:

Buying methods

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2- Place an Order for Hardware

3- Trade-in or Takeback Services

Payment of invoices

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Offered Hardware and Services

Offered Brands and Minimum Discounts

Offered Ancillary Services:

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- 1- Obtain Quotes
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- 4- Payment of invoices
- 5- Delivery
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- 7- Disposal and recycling

Contact information

General enquiries

Last updated: 30th JUNE 2024

JB HI-FI GROUP PTY LTD

Trading as JB HI-FI BUSINESS

ABN: 37 093 114 286

ACN: 093 114 286



Contact information

Jason Drummond - Primary Contact

State Sales Manager

Mobile: 0409 772 424

Email: jason.drummond@jbhifi.com.au

Please refer to [General Enquiries](#) for general contact details.

Business Hours: Monday to Friday 8.00am to 5:00pm

Organisations and Departments under the CUACMD2021 panel will be assigned a dedicated Account Manager. The Account Manager will be responsible for relationship management and will assist customers throughout the procurement lifecycle.

Quotes:

Customers can request quotes from JB Hi-Fi Business in the following ways:

- **Direct Contact:** Reach out to your allocated Account Manager directly via their mobile phone or dedicated email address.
- **Email for Simple Quotes:** Send your request to cua.wa@jbhifi.com.au. Please provide detailed information to facilitate a swift response.

Orders Via:

- **Email:** Send your orders and inquiries to commercial.wa@jbhifi.com.au. Include all necessary details to ensure prompt processing.
- **Phone:** For immediate assistance with orders or inquiries, call our local office at 08 9203 4650 to connect with the sales support team.

Help Desk Enquiries:

- **Phone:** Contact our local office at 08 9203 4650. Our sales support team is ready to assist you for orders and inquiries.

Offered Hardware and Services

Offered Brands and Minimum Discounts

JB Hi-Fi Business offers the following brands and minimum discounts by product type:

Brand	Product Type (Discounts)										
	Desktops	Notebooks	Hybrids	Workstations	Tablet / Phablets	Mobile Handsets	Chromebook	Thin & Zero Client	Components	Peripherals	Accessories
Apple	7.95%	7.98%			4.21%				10%		
Dell	50.5%	49.3%	49.3%	28 %	49.2%		38.7%	25.9%	47.2%	33%	25%
Lenovo	14%	14%	14%	17%							
Microsoft		18.99 %	20.54%	18.50 %		4%					
Motorola						10%					
Nokia						10%					
Samsung					8.5%	8.5%				12%	

Offered Ancillary Services:

The following ancillary services are offered by JB Hi-Fi Business:

- Warranty
- Pre-Deployment
- Delivery
- Installation
- Takebacks
- Trade-Ins
- Collection
- Sanitisation
- Disposal

Buying methods

Customer must initially seek quotes from the Panel by preparing a Request for Quotation (RFQ), using the **CUACMD2021 – Quote and Order Form** or another approved method.

1- Obtain Quotes

Quotes can be requested using either the **CUACMD2021 – Quote and Order Form** or the customer's own quote form. Be sure to include the CUA reference number "**CUACMD2021**".

STEP 1: Browse the Product Catalogue and consult with relevant ICT or procurement stakeholders to confirm the suitability of the proposed goods and services.

STEP 2: Fill out the CUA Quote Form or your organisation's own order form with all required products and/or additional services.

STEP 3: Email the completed quote form to cua.wa@jbhifi.com.au or directly to Jason Drummond at jason.drummond@jbhifi.com.au.

Note: For orders anticipated to exceed AU\$500K, it is mandatory to obtain quotes from at least one other CUA Contractor in addition to JB Hi-Fi Business. This practice ensures adherence to CUA Buying Rules and assists in ascertaining value for money.

STEP 4: Evaluate the received quotes. If JB Hi-Fi Business is selected as the preferred supplier, proceed to [**2 – Place an Order.**](#)

2- Place an Order for Hardware

Option A – Using Order Form via Email

Use either the **CUACMD2021 – Quote and Order Form** or organisation's own order form. Remember to reference the CUA number "**CUACMD2021**" in the order.

STEP 1: Contact Jason Drummond (jason.drummond@jbhifi.com.au), State Sales Manager to confirm setting up a customer account under "CUACMD2021".

STEP 2: Complete the required order form and attach any additional documentation needed for the goods and/or services. Obtain internal approval.

STEP 3: Email the signed order form and any attachments to: cua.wa@jbhifi.com.au.

STEP 4: JB Hi-Fi Business will confirm the order and provide details such as the expected delivery date.

STEP 5: An invoice will be issued by JB Hi-Fi Business upon delivery of the goods.

Option B – Using Contractor Portal

STEP 1: Contact Jason Drummond at jason.drummond@jbhifi.com.au, State Sales Manager, to discuss your order and check if an account setup under the "CUACMD2021" account is required.

STEP 2: Complete the order form, include any attachments on the Goods and/or additional services required. Obtain internal approval.

STEP 3: Login to the JB Hi-Fi Business Partner portal, select the items and submit for processing along with a copy of the signed CUA Order form.

NOTE: If you do not have access to the web portal, contact Jason Drummond to arrange the creation of a portal account.

STEP 4: JB Hi-Fi Business will confirm the order and provide details such as the expected delivery date.

STEP 5: An invoice will be issued by JB Hi-Fi Business upon delivery of the goods.

3- Trade-in or Takeback Services

Option A – Takeback Services

JB Hi-Fi Business offers optional Takeback Services. Follow these steps to engage in this service:

STEP 1: Contact JB Hi-Fi Business at cua.wa@jbhifi.com.au or Jason Drummond (jason.drummond@jbhifi.com.au), State Sales Manager or your dedicated Account Manager. Discuss the Takeback Services referencing the “CUACMD2021” panel and request a Buyback quote.

STEP 2: Complete the Buyback Agreement and the Asset Valuation Template. Provide details such as the device type, make, model, and quantity. An indicative preliminary quote will be provided, which includes asset collection, data erasure with a certificate, and recycling. Note that the final offer depends on the post-collection assessment, inspection, and grading of the devices.

STEP 3: Prepare the devices for collection if you decide to proceed based on the preliminary quote.

STEP 4: Devices are collected and assessed. A customer assessment report and final Buyback offer is provided.

STEP 5: If you accept the final offer, ownership of the assets will be transferred. Payment will be credited to your JB Hi-Fi Business account, or made as a cash payment upon request.

STEP 6: Upon completion, a Certificate of Data Erasure is issued for devices with residual value. For devices that cannot be re-purposed and are securely recycled, a Recycling Summary Certificate will be provided.

For more information, visit the JB Hi-Fi Business Technology Buyback Program page: <https://www.jbhifi.business/jb-hi-fi-business-technology-buyback-program>.

4- Payment of invoices

The following options are available for invoice payments:

Option A - EFT / Direct Deposit

Pay your Account via EFT – Account details as follows:

JB Hi-Fi Limited

BSB: Please contact for details

Account: Please contact for details

Email remittances to Email address: accounts@jbcommercial.com.au

Option B - Credit Card

JB Hi-Fi Business offers flexible payment options through a secure credit card payment weblink, available for both prepaid or post- delivery invoicing:

- **Prepaid** – When submitting a purchase order or request, please indicate if you prefer to prepay via credit card.
 - JB Hi-Fi Business will issue a proforma invoice which will include a link to secure payment options.
- **Post-Delivery payment** – After delivery, an invoice that includes a credit card payment link will be sent to you.

Note: No credit card surcharges apply under the CUACMD2021 contract.

5- Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
Perth Metropolitan Area: Buy Local Policy (Zone 1) ³ + City of Mandurah	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	2	7	15	30
Regional Locations: Buy Local Policy Zones 2 ² (excluding City of Mandurah) and 3 ³	All regions within the State of Western Australia outside the Metropolitan Area as described by Buy Local Policy, and the Department of Planning, Lands and Heritage ³ .	4	9	20	30
Remote Locations: Buy Local Policy Zones 2 ³ and 3 ³	All Remote locations that are more than 80kms from a town with a population of 1000 or more (and including the external territories of Cocos/Keeling and Christmas Islands) ³ .	7	9	20	30

Perth metropolitan area

JB Hi-Fi Business partners with several delivery companies to distribute products across metropolitan Perth. Here are the available options:

- **Same-Day Delivery:** Available when orders are placed before 12pm on any business day, utilising services such as Toll Priority or collection from a nominated store, subject to stock availability at that store.
- **Standard Delivery:** Typically takes 2-3 business days for items that are in stock. Delivery times for configure-to-order models will be specified at the time of the order. Please note that delivery timeframes can vary depending on the brand and supplier.

Regional Deliveries

Due to limitations in courier networks, not all remote addresses can be serviced directly. In these cases, items will be delivered to the nearest local depot or Australia Post office. Customers will be notified to collect their orders from these designated pickup points.

Direct deliveries to regional areas may be arranged directly from suppliers, enhancing accessibility for those outside metropolitan areas.

6- Warranty and Maintenance

JB Hi-Fi manages warranty service requests for equipment provided, coordinating repairs either through the JB Hi-Fi Warranty Service Centre or the relevant equipment vendor. Service execution may involve a combination of Original Equipment Manufacturer (OEM) and JB Hi-Fi, depending on the brand and location. Warranty coverage terms vary between OEM vendors.

Initiating a Warranty Service Request:

- Contact JB Hi-Fi Business via email at cua.wa@jbhifi.com.au or Jason Drummond (jason.drummond@jbhifi.com.au), State Sales Manager or reach out to your dedicated Account Manager.
- Clearly mention the "CUACMD2021" panel and details of the device and issue.

Warranty for consumer grade devices

The "Refunds & Warranties, Understanding Your Rights" brochure outlines the minimum remedies JB Hi-Fi offers if a product is faulty. These policies are designed to be consistent with the Consumer Guarantees under the Australian Consumer Law (ACL). They supplement and do not limit your statutory rights or any other legal entitlements regarding goods purchased from JB Hi-Fi. Rights under the Australian Consumer Law may extend beyond these time periods.

JB Hi-Fi guides and policies:

- [Understanding your rights for Consumer Electronic Devices, Home Appliances and Home Entertainment Products](#)
- [JB Hi-Fi Refund and Warranty Policies](#)

Warranty for business grade devices

Products offered by JB Hi-Fi are recognised for their durability and design, making them suitable as "Business Grade" devices. These devices come with a minimum "Return to Base/Depot Warranty" of three years, with options to extend:

- Standard three-year warranty.
- Option to extend to three years onsite, which is a common choice.
- Further extensions available up to four and five years on select products.

TechCare+

JB Hi-Fi Tech Care+ is designed to minimise downtime and ensure efficient resolution of issues with devices, catering especially to the needs of business settings. Here are the key features and benefits of the Tech Care+ plan:

- **Coverage for Any Reason:** The plan covers damage of any kind to the device, ensuring peace of mind for mechanical and electrical faults. Note, however, that loss or theft is not covered.
- **Warranty Guarantee:** Tech Care+ offers a comprehensive warranty that covers the device for mechanical and electrical faults for three years, providing a reliable safety net.

- **No Hidden Costs:** Clients can rest assured that there are no unexpected fees or costs associated with the service.
- **Swift Turnaround:** The plan promises quick resolutions, with the Replace plan offering a replacement as fast as the next business day, and the Refresh plan aimed at restoring the device within five business days.
- **Day One Coverage:** Protection begins immediately from the moment you get the device, ensuring immediate coverage.
- **Trusted Support:** Backed by JB Hi-Fi, Australia's largest electrical retailer, the service guarantees expert handling and support.
- **Easy Service Request:** Service requests can be made online or over the phone, making it accessible and convenient for users.

This service is particularly beneficial for businesses that rely heavily on their tech equipment and cannot afford long downtimes. For more detailed information or to discuss your specific needs, you can contact JB Hi-Fi directly through their Tech Care+ page or by speaking with an account manager.

For more detailed information on the Tech Care+ plan, visit JB Hi-Fi's [Tech Care+ information page](#).

7- Disposal and recycling

JB Hi-Fi offers a comprehensive service for the disposal and re-use of redundant technology equipment, facilitating asset removal and offering competitive buyback pricing as part of technology device refresh programs. This service ensures an efficient disposal process while also providing financial returns for unneeded devices.

Process Overview:



- **Asset Receipt and Assessment:** Upon receipt, all assets undergo operational and physical diagnostics. A Goods Received Assessment Certificate (GRA) is issued for each device processed.
- **Partnership and Compliance:** JB Hi-Fi collaborates with leading providers to offer certified Asset Disposal and Recycling Services that adhere to ISO 9001 and 14001 standards.
- **Disposal methods:**
 1. Refurbishment for resale in the secondary market
 2. Disassembly of devices for component recycling
 3. Disassembly for materials recycling; and
 4. Destruction (if mandated).

Where required, a certified report will be provided detailing the methods used for destruction and the dates of disposal or destruction.

When utilising disposal services, customers must specify any requirements for disposal/destruction. The value of the assets in a trade-in or take-back arrangement may be affected by these disposal services.

8- Account management and invoicing

Who	Service	Contact Details
CUA WA mailbox	Quotations, orders and general enquiries specific to CUA	cua.wa@jbhifi.com.au
WA Commercial mailbox	General enquiries and orders for WA Commercial Accounts	commercial.wa@jbhifi.com.au
Jason Drummond	WA State Sales Manager	Jason.drummond@jbhifi.com.au

Contact information

General enquiries

Admin

Phone: (08) 9203 4650

Email: commercial.wa@jbhifi.com.au

Website(s): <https://www.jbhifi.business/>

Postal Address: Level 4, 1 Walters Drive, Osborne Park WA 6017

Orders: Please see Buying Process Outline

Hours: Monday to Friday 8.00am to 5:00pm