Apple & Beats Warranty Process

**Dead on Arrival (DOA) Process   
Process if product fails within 14 days of sale   
All Apple hardware, iPad keyboard cases, Pencil, Airpods, & Beats.**

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| 1. | Customer to contact AppleCare on 0800 69 27753 (MY APPLE) (Reseller may act on behalf of customer if necessary and follow this same process) |
| 2. | Apple will perform troubleshooting to determine if the product is faulty |
| 3. | Apple will advise if the unit is deemed DOA and if it is approved for return |
| 4. | Apple will provide a case ID as record of the call and log notes to detail the call – Please note a Case ID is not an approval reference number. It is a way for Apple to track the conversations that Apple Care have with end users/resellers. |
| 5. | Customer brings the unit back to the reseller with the Apple Case ID number and requests return |
| 6. | The reseller must email download and complete the Dicker Data RMA form and send it to Returns.Authorities@dickerdata.co.nz with the following details of the unit to gain approval for return; Apple/Beats SKU and serial number  Apple Case ID  Fault details  Photos of damage (*if cosmetic*)  Proof of Purchase - copy of the invoice from the reseller to the customer |
| 7. | Dicker Data will contact Apple to confirm that the case ID is approved for return and come back to the reseller within 48/72hrs |
| 8. | If Dicker Data receive approval for return from Apple, the reseller can accept the return from the customer and provide a refund or replacement unit. The reseller can then return the unit to Dicker Data |

**All other Accessories (such as Adapters, Earphones, Cables, Tablet Cases etc)**

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| 1. | If within 14 days of sale, then the reseller needs to return the unit via the Dicker Data by submitting the RMA form to returns.authorities@dickerdata.co.nz with all relevant product information. No case ID is required from Apple |

Warranty Process

**Process for faulty Apple & Beats products outside 14 days of sale – goods are entitled to repair only   
All Apple hardware; Watch, Mac, iPad, iPad keyboard cases, Pencil, Airpods, & Beats.**

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| 1. | Customer to contact AppleCare on 0800 69 27753 (MY APPLE), then select option relevant to device type. *(The reseller may act on behalf of customer if necessary and follow this same process)* |
| 2. | Apple perform trouble-shooting to determine if the product is faulty. |
| 3. | **IF** Apple determine that the product is faulty, they may choose to send the customer a prepaid package to send the unit back directly to Apple for further assessment or repair NO ACTION REQUIRED FROM THE RESELLER.  OR  **IF** Apple determine that the product is faulty, they may advise the customer to take the unit to an authorised service centre for repair or replacement NO ACTION REQUIRED FROM THE RESELLER.  OR  **IF** Apple determine that the product is faulty and authorise a return and replacement, they may advise the customer to take the unit back to the reseller for refund or replacement. If this is the case, please read the next steps. |
| 4. | The reseller must verify the Apple Case ID by either;  Requesting to site the End Users confirmation email from Apple stating that the unit is approved for return.  *At the end of a call with AppleCare, Apple will email the customer a summary of the notes and actions from the call, if the unit is approved for return the email summary will state this in the notes.*  Call AppleCare on 0800 69 27753 (MY APPLE), advise AppleCare the case ID and confirm the unit is approved for return – Please note a Case ID is not an approval reference number. It is a way for Apple to track the conversations that AppleCare have with end users.  *If the issue is cosmetic, the reseller will need to provide Photos of the damage/imperfection that Apple has approved to return. There will need to be photos supplied of;*   *a. The damage/imperfection of the unit,   b. Photo of the white box the product originally came in* |
| 5. | The reseller must email Dicker Data at [Returns.Authorities@dickerdata.co.nz](mailto:Returns.Authorities@dickerdata.co.nz) with details of the unit as follows to gain approval for return.  Apple/Beats SKU and serial number  Apple Case ID  Fault details  Photos of damage if cosmetic  Proof of Purchase (copy of the invoice from the reseller to the customer) |
| 6. | Dicker Data will contact Apple to confirm that the case ID is approved for return and come back to the reseller within 48/72hrs |
| 7. | If Dicker Data receive approval for return from Apple, the reseller can accept the return from the customer and provide a refund or replacement unit. The reseller can then return the unit to Dicker Data |

**All other Accessories (such as Adapters, Earphones, Cables, Tablet Cases etc)**

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| 1. | If outside 14 days of sale, customer needs to call Apple on 0800 69 27753 (MY APPLE) and they will send the customer a new replacement directly if they deem faulty (however it’s not in new packaging). |