ARLO NZ Warranty Process

WARRANTY PROCESS

**All Arlo products have 12 month warranty**

**ARLO APPROVAL REQUIRED ON ALL RETURNS
Arlo Call Centre – 0800 442 302
Arlo Support Page -** [**https://www.arlo.com/en-nz/support/contact**](https://www.arlo.com/en-nz/support/contact)

1. For troubleshooting, technical support or for spare parts, the customer, or the reseller on behalf of the customer, must contact the Arlo Support Team via one of the below options:
2. **Call centre** – 0800 442 302
3. **Online via chat box** - <https://www.arlo.com/en-nz/support/contact>
4. If Arlo approve for return/replacement, Arlo will issue the customer with a RA approval number.
5. The store can then offer the customer a refund/replacement and either log the return request through the Dicker Data Return Portal, or return through your standard consolidation group process. The below MUST be included on the return paperwork:
	1. SKU and description
	2. Serial number
	3. Fault description
	4. Arlo RA approval #

**The customer can also view FAQ’s, how-to-videos and other resources on the Arlo support page:**
<https://www.arlo.com/en-nz/support/contact>