Dahua Warranty Process NZ

WARRANTY PROCESS

**Dahua products have a 1-3 years Manufacturer’s Warranty**

1. Customer to contact Dahua Technical support to try and troubleshoot issue. Telephone: +64 800 700 106 Email: supportoverseas@dahuatech.com WhatsApp: +601156935900
2. If replacement/repair is required, they will provide a case# which will be provided to Dicker Data.
3. Reseller to ship faulty unit/s to Dahua Technology New Zealand Level 3, Building 5, 666 Great South Road, Ellerslie, Auckland 1061
4. The reseller must download and submit the Dicker Data RMA form to Returns.Authorities@dickerdata.co.nz with the following details of the unit as follows to gain approval for return:
   1. SKU and serial number
   2. Qty
   3. Dahua Case ID
   4. Invoice#
   5. Fault details
5. Dicker Data Returns team will raise RMA in Dahua RMA portal and wait for confirmation if it is for repair or credit.
6. Once replacement/credit is approved from Dahua, DDNZ will replace unit (if item is in stock) or credit unit (if item not in stock).
7. If replacement/credit isn't needed and unit is repaired, Dahua will ship back to the customer.