HP Warranty Process

WARRANTY PROCESS

# Dead on Arrival (DOA) Process   Notebooks, Desktops, Workstations, Thin Clients, Printers

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| 1. | Customer to contact HP on 0800 449 553 *(Reseller may act on behalf of customer if necessary and follow this same process)* |
| 2. | HP will perform troubleshooting to determine if the product is faulty |
| 3. | HP will advise if the unit is deemed DOA and if it is approved for return |
| 4. | HP 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 HP to track the conversations that HP Support have with end users/resellers |
| 5. | The reseller then needs to download and complete the Dicker Data RMA form and send it to Returns.Authorities@dickerdata.co.nz with details of the DOA unit as follows to gain approval for return   * HP SKU and serial number * HP case ID/authorisation letter * Fault details * Dicker Data invoice/order number * Confirm whether they want a credit or replacement |
| 6. | Dicker Data will check HP portal to confirm that the case ID is approved for return and come back to the reseller within 48 hrs |
| 7. | Once the case ID is confirmed, Dicker Data will issue a return number and the reseller has 14 days to return the DOA unit back to Dicker Data. The credit will be issued once the unit is received by Returns team |
| 8. | If the replacement is required Dicker Data will send out the replacement immediately, if the price is current. If not Dicker Data will work with HP to honour the price if possible. This may take a few days |

# Monitors, Docking stations and all other PC and Print Accessories

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| 1. | For above product categories there is no need to log a case with HP |
| 2. | The reseller then needs to download and complete the Dicker Data RMA form and send it to Returns.Authorities@dickerdata.co.nz with details of the DOA unit as follows to gain approval for return   * HP SKU and serial number * Fault details * Dicker Data invoice/order number * Confirm whether they want a credit or replacement |
| 3. | Dicker Data will check HP portal to confirm no approval is required and come back to the reseller with a return number within 24 hrs |
| 4. | The reseller has 14 days to return the DOA unit back to Dicker Data. The credit will be issued once the unit is received by Returns team |
| 5. | If the replacement is required Dicker Data will send out the replacement immediately, if the price is current. If not Dicker Data will work with HP to honour the price if possible. This may take a few days |