Nextbase Warranty Process NZ

WARRANTY PROCESS

# All Nextbase products have a 12 month Manufacturer’s Warranty

**Nextbase Helpline – 09 887 5221  
Helpline hours - Monday to Friday 08:00 to 17:30**

Customer (or reseller on behalf of customer) calls Nextbase helpline for trouble shooting.

1. If Nextbase determine the unit is faulty and within the warranty period, they will authorise the customer to return the unit to the place of purchase for a refund or replacement unit.
2. Reseller accepts the unit back from the customer within the 12month warranty period and sends the faulty unit return request to [returns.authorities@dickerdata.co.nz](mailto:returns@exeed.co.nz) with the below details:
   1. SKU and product title.
   2. Detailed fault description.
   3. A copy of original customer invoice for the unit.
3. Dicker Data will respond with return approval and the reseller then returns the faulty unit back through their standard returns process to Dicker Data. The reseller must attach the return info above when sending the unit back.