Poly (Voice and Video) Warranty Process 2024

WARRANTY PROCESS

Cases can be raised via the online tool : [https://mycrm.support.hp.com/](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmycrm.support.hp.com%2F&data=05%7C02%7CMegan.Collett%40dickerdata.co.nz%7C3222c0edf2c241509d5008dc4d2d5a9e%7C6e417ab358de417d9aaada5837716c4c%7C0%7C0%7C638470104399844302%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=zF8j8P04iv20X5ummW2qFom0K%2FBml76WYqqfeLs4yrM%3D&reserved=0) or by phoning through on the support number 0800 425 453.

Poly will run through trouble shooting questions to determine the outcome. If deemed faulty or DOA the replacement part will be sent from Poly to DDNZ to avoid duty/taxes.

Please make sure to add DDNZ address when raising the case with Poly.

Dicker Data Nz Ltd

Returns 4th roller door,

68 Plunket Ave

Papatoetoe

Manukau 2104.

Once you have SBL # please email Returns.Authorities@dickerdata.co.nz with the following details:

 Poly SBL:

SKU:

Quantity:

Serial Number:

DDNZ Invoice:

DDNZ can then raise an RA and will advise the details of returning the faulty device to DDNZ. Once the faulty unit is back with Dicker Data NZ, RA Team will dispatch the replacement unit.