QNAP Warranty Process NZ

WARRANTY PROCESS

QNAP have a 1-3 years Manufacturer’s Warranty - can be upgraded to 5 years with warranty license

QNAP Return Process for Faulty Units

1. Reseller to contact QNAP Support - https://service.qnap.com/en
2. QNAP troubleshoot and if replacement is required, they will provide a case reference
3. The Reseller then needs to download and complete the Dicker Data RMA form and send it to Returns.Authorities@dickerdata.co.nz with the following details:
   1. SKU and serial number
   2. Qty
   3. QNAP Ref#
   4. Invoice#
   5. Fault details
4. Dicker Data will contact QNAP for return.
5. Once RMA is approved, reseller to ship faulty unit to Dicker Data NZ.
6. Reseller will be advised if credit or replacement will be provided.