Seagate Warranty Process NZ

WARRANTY PROCESS

1. Seagate comes with 1-5 years standard warranty
2. Seagate Return Process for Faulty Units
3. Reseller to check if HDD is still under warranty - https://www.seagate.com/au/en/support/warranty-and-replacements/
4. Reseller to contact Seagate Technical Support https://www.seagate.com/au/en/contacts/
5. If repair/replacement required, seagate will provide case# reference
6. 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. Seagate Ref#
	4. Invoice#
	5. Fault details
7. Once RMA is approved, reseller to ship faulty unit to Dicker Data NZ.
8. Reseller will be advised if credit or replacement will be provided.