**INSTA360 WARRANTY PROCESS NZ**
**All Insta360 products have a 12 month Manufacturer’s Warranty**

**Insta360 Customer Support options**
**Helpline New Zealand** – (+61) 3 9723 8899
**Helpline hours** - Monday to Friday 11:00 to 19:30 (NZT)

Other support options include **email**:

**Email:** insta360service@eegroup.com.au
Response time 24hrs~

**Service Centre Retailer Service Portal:**

All INSTA360 warranty cases are dealt directly with the Authorised Service Center based in Australia.
Dicker Data do not handle physical returns, assessment or repairs on the units.

Warranty & DOA products must be sent directly from the end customer/retailers store to Australia Authorised Service Center accompanied by the approval email from the service centre which will be sent after case ID approval number is given. The end customer/retailer must include printed return approval email in the box with the return.

**DOA Process**
DOA period is 15 calendar days from customer invoice date.

1. **Customer (or retailer on behalf of customer) to call/email the INSTA360 service centre to determine if the unit is DOA.**
*NB: if this step is not completed and the unit is not deemed faulty by the Service Center, the end user will be charged a minimum service fee of AUD28 and a return freight charge. Service centre will send instruction for payment which will be via bank transfer or paypal. Service centre assessment lead time is 3-5 business days.*
2. **If Service Center deem the unit faulty, they will email a case ID approval number along with a pre-paid courier label.**
3. **End user/retailer must book the courier for collection and ensure the unit is packaged up with the below included:**-Return courier label clearly stuck to the outside of the box.
-Service request email printed and included inside the box (to clearly show approved case ID number).
-Accessories to be included in the box or return only if the fault is indicated to relate to, or be caused by the accessory
4. **Service Center will email the end user/retailer to confirm that the unit is approved or declined for DOA after they have received the unit back and assessed it, this is approximately 3-5 business days from the Service Center receiving the unit.**
	1. ***Approved as DOA***
	-If the unit is approved as DOA, the service centre will ship out a brand new replacement unit to the address indicated by the end user/retailer.
	-The DOA unit will remain with Service Center.
	2. ***Declined as DOA***
	-If the unit is not deemed to be DOA, the customer will be responsible for payment of a minimum $28AUD service fee plus return freight, before the unit will be returned to the end user/retailer.

**Within 12month Warranty Period Process**
Where the product is found to have a fault outside of the first 15 days but before the 12 month warranty period passes.

1. **End customer (or retailer on behalf of customer) to email/call the INSTA360 helpline to determine if the unit is faulty.**
*NB: if this step is not completed and the unit is not deemed faulty by Service Center, the end user will be charged a minimum $28AUD service fee plus return freight.*
2. **Service Center will respond to the request via email with a case ID number and instructions to return the unit. A pre-paid courier label will be issued.**
3. **End user/retailer must book the courier for collection and ensure the unit is packaged up with the below included:**-Return courier label clearly stuck to the outside of the box.
-Service request email printed and included inside the box (to clearly show approved case ID number).
-Accessories to be included in the box or return only if the fault is indicated to relate to, or be caused by the accessory
4. **Service Center will email the end user/retailer to confirm that the unit is approved or declined as faulty after they have received the unit back and assessed it, this is approximately 3-5 business days from the Service Center receiving the unit.**
	1. ***Approved as faulty under warranty***
	-If the unit is approved as faulty within the warranty period, the service centre will ship out a brand new replacement unit to the address indicated by the end user/retailer.
	-The faulty unit will remain with Service Center.
	2. ***Declined as faulty under warranty***
	-If the unit is not deemed to be faulty within the warranty period, the customer will be responsible for payment of a minimum $28AUD service fee plus return freight, before the unit will be returned to the end user/retailer. The service centre may offer a repair service, which they will indicate costs for in the email.

**Outside of 12month Warranty Period Process**

Once the unit is outside of the 12month warranty period, the customer will need to have the unit assessed for repair and repaired at their own cost. Should the customer chose not to proceed with the repair after the unit has been sent away for assessment and quote provided, there will be a minimum service charge of $28 AUD plus return freight cost, before the unit is returned. If the customer would like to send the unit to the service centre for assessment and repair, they are responsible for shipping the unit to the service centre.

* + - 1. **End customer (or retailer on behalf of customer) to email/call the INSTA360 helpline to perform initial diagnosis to determine if unit is faulty.**
			2. **Service Center will respond to the request via email with a case ID number and instructions to return the unit. Customer will be responsible for organising/bearing the cost of freight back to the service centre.**
				1. Service request email printed and included inside the box (case ID number must be clearly shown on the paperwork)
			3. **Service Center will assess the unit and advise a quote for repair:**
	1. ***If the customer wishes to proceed with repair quote:***
	-Repair will take approximately 10days (or otherwise indicated by the service centre), Service Center will contact the end user/retailer to advise once complete and ship back to the address indicated. The customer will be responsible for payment of all repair and courier costs to and from Service Center before the unit is sent back.
	2. ***If the customer wishes to NOT proceed with repair quote:***-Customer will be responsible for payment of the $28AUD minimum service charge plus return freight, to the Service Center before the unit is sent back.