

Arlo Warranty Replacement

New Zealand Partners

Quick Overview

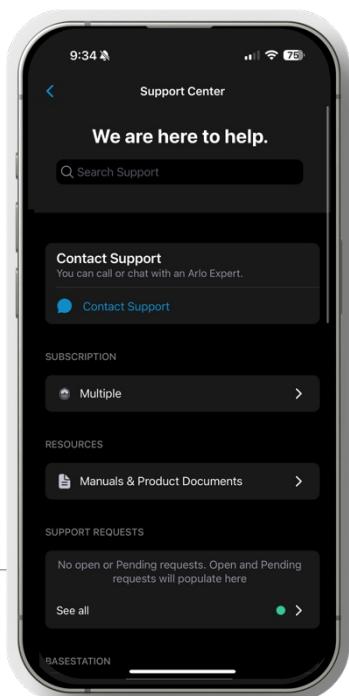
- **Preferred Support Path:** Encourage customers to contact Arlo Support via the Arlo application
- **In-Store Replacement:** Retailers are encouraged to complete like-for-like replacements.
- **Privacy First:** Always assist customers with factory resetting and removing devices from their Arlo account.

1. Preferred Support Pathway: Arlo Application

Arlo strongly encourages customers to contact Arlo Support through the Support Centre in the Arlo app. This pathway ensures:

- Direct access to Arlo's support team for fast and expert troubleshooting.
- Efficient identification of product faults that may not require a replacement.
- If a fault is confirmed, Arlo will provide a like-for-like replacement shipped within 3-5 business days.

Customers who engage with Arlo Support will receive a case number, visible in the app under the Support section.



2. Retail Partner Responsibilities and Privacy Guidance

When a customer presents a faulty product in-store, the retailer should:

- **Ask if the customer has contacted Arlo Support** and if they have a case number.
- If they haven't, **explain the benefits** of contacting Arlo Support via the arlo app – including fast diagnosis, case details and status tracking, and fast replacement by from Arlo direct.
- **Due to Arlo's privacy policy, retailers cannot contact Arlo Support on the customer's behalf.**
 - If the customer is happy to go away and contact Arlo Support – great, we will get their issue sorted for them.
 - If not, **no problem** – proceed with the replacement in-store.

Arlo encourages retail partners to **complete a like-for-like replacement during the customer's initial visit** to ensure the replacement experience is as smooth as possible while still upholding the customer's privacy and security.



Product matching :

- Cameras – Like for like Essential for Essential, Pro for Pro, Ultra for Ultra
- Accessories – Universal Solar Panel (VMA7600 for any solar panel replacements (VMA3600, VMA5600, VMA7600)

If the product has sufficient charge, please offer to **factory reset the camera** before completing the return. This ensures customer data is cleared and the device is ready for return processing. (See “Factory Reset Instructions”).

Note on Privacy:

Arlo has a strict privacy policy that protects customers' personal information and account security. Please refer to: www.arlo.com/en-us/privacy-pledge.html

It is considered **best practice** for retail associates to help customers **protect their privacy** by:

- Encouraging a factory reset before returning any device, and
- Assisting the customer in **removing the device from their Arlo account** in-app.

This is a good habit not just for Arlo devices, but **any connected smart home product** being returned under warranty.

3. Preparing a Warranty Return

Before completing a return submission via the Arlo Returns Portal, collect the following:

- **Faulty Camera Model**
- **Faulty Serial Number**
- **Fault Description**
- **Customer's Arlo Account Email Address**
(Often the same as their invoice email)
- **Proof of Purchase (Invoice)**
- **Screenshot of Arlo Support Case Number** (if available)
- **Replacement Camera Model**
- **Replacement Camera Serial Number**

The portal allows you to upload:

- A copy of the customer's invoice
- A screenshot showing the case number and issue summary

Accessory Reminder:

Customers frequently return only the camera unit. When doing a replacement:

- Place the faulty camera in the new unit's packaging
- Ensure **all original accessories** are retained and included in the return (Dicker Data may reject returns missing accessories.)

4. Submitting the Return

1. Complete all required fields on the Arlo Returns Portal which can be found at the following link: <https://bit.ly/Arlo-warranty-nz>
2. Enter the **initiator details**:
 - Store Name
 - Store Contact
 - Store Contact Email
3. Click **Submit**.



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A **confirmation number** will be emailed to the contact listed.

When returning the faulty product to Dicker Data, **include a printout of this confirmation email** in the package.

5. Credit Request Exception Process

In rare cases where a **credit is requested instead of a replacement**:

- Still complete the return form with full product and customer details.
- Email apac-partners@arlo.com including:
 - The confirmation number
 - Details of the fault and the credit request reason

Credit request responses may take **up to 24 hours**.

Factory Reset Instructions

Retailers are encouraged to assist customers with **factory resetting** their device before return.

Factory Reset Steps (All Models):

1. Ensure the camera is **powered or fully charged**.
2. Locate the **sync/reset button** (usually on the bottom, side, or under the battery flap).
3. Press and hold the button for **15–20 seconds** until the LED flashes amber.
4. Wait for the reboot – the camera is now reset.

Camera Family Notes:

- **Essential (Outdoor/Indoor)**: Single press and hold reset button – LED flashes blue, then amber.
- **Pro/Ultra Series**: Reset button inside battery housing or near charging port.
- **Indoor (VMC3060)**: Use a pin to press the pinhole reset button for 10 seconds.



How to Remove a Device from the Arlo App

Retailers should guide customers to **unlink the product from their Arlo account** before handing over the camera:

1. Open the **Arlo app**.
2. Tap on the **Devices** tab.
3. Select the gear icon next to the camera.
4. Scroll down and choose **Remove Device**.
5. Confirm the removal when prompted.

This prevents future login issues and protects the customer's account from retaining links to a returned product.

Arlo Recycling & Sustainability Commitment

At Arlo, we are committed to reducing environmental impact through responsible product lifecycle management. All returned devices are either refurbished or recycled in accordance with regional e-waste standards. This helps minimise landfill waste and supports a more sustainable future by ensuring that valuable materials are recovered and reused wherever possible.