Kensington Warranty Process NZ

WARRANTY PROCESS

# All Kensington products have a minimum a 1-year thru to lifetime Manufacturer’s warranty

*Please check warranties on each product as they vary.*

Any product deemed faulty needs to have the end user or reseller go to the NZ Kensington website at <https://www.kensington.com/en-nz/> and click into the Live Chat.

Here you will speak with our technical support team who will troubleshoot to resolve the issue. If at the end of the Live Chat that the product is deemed faulty, an RA number will be issued.

Resellers can then proceed to log an RMA request with the Dicker Data team by downloading and completing the Dicker Data RMA form and send it to returns.authorities.dickerdata.co.nz with the following details:

1. Provide your PO number or Dicker invoice as proof of purchase
2. SKU, description, and a clear description of the fault
3. Delivery address where the replacement product can be sent to
4. Kensington’s RA number

Please attach a copy of this information securely to the unit and send back to Dicker Data at:

*Dicker Data Returns Department*

*68 Plunket Avenue*

*Papatoetoe 2101*

*Auckland*