StarTech.com Warranty Process NZ

WARRANTY PROCESS

1. StarTech.com products have a 1-5 years Manufacturer’s Warranty
2. StarTech Return Process for Faulty Units
3. Reseller to contact StarTech Technical advisor - https://www.startech.com/en-nz/support
4. If StarTech cannot troubleshoot, they will advise if a replacement is required and issue RMA#.
5. 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:

SKU and serial number

Qty

 StarTech RMA#

 Invoice#

 Fault details

1. Dicker Data will replace the product if item is in stock or issue credit if not in stock.
2. Reseller to ship faulty unit to Dicker Data NZ.

**StarTech Return Process for non-faulty units (unopened products) - within 7 days from delivery**

1. Approval from Dicker Data is required to check if Dicker Data is at fault for incorrect item
2. If Dicker Data is not at fault, 15% restocking fee
Restocking fee is waived if correct item is ordered upon return of incorrect item

**StarTech Return Process for non-faulty units (opened products) - within 7 days from delivery**

1. Approval from Dicker Data is requried to check if Dicker Data is at fault for incorrect item
2. If Dicker Data is not at fault, 30% restocking fee
*Restocking fee is waived if correct item is ordered upon return of incorrect item*