Swann Warranty Process NZ

WARRANTY PROCESS

# All Swann products have a 1-year Manufacturer’s Warranty

Please contact the Swann technical support team on 0800 450 884. If the product is deemed faulty, they will provide you a RA number/vendor case ID.

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. A copy of the original customer invoice OR proof of the purchase date.
2. SKU and product barcode.
3. A full and clear description of the fault.
4. Swann RA number/Vendor case ID.

 Dicker Data will replace the faulty unit to store/end user.