Dicker Data NZ HPE Returns Process

RETURNS PROCESS

Damaged Product Claim - Damaged products /shipment in transit.

Requirements & Timelines to file with DDNZ.

a. Upon delivery, a check has to be performed to determine any damage.
b. Customer must note damage on the POD & mark the POD as unclean.
c. The damage claim has to be raised with Dicker Data NZ within 3 working days from delivery with CLEAR photos of the damage and label showing Dicker Data NZ or HPE Shipping Reference #.

Missing Product Claim - Quantity received is different from ordered.

Requirements & Timelines to file with Dicker Data NZ.

a. Upon delivery, a check has to be performed to determine any discrepancy.
b. Partner must note any discrepancy/missing on the POD (if visible at the time of delivery)
c. The claim has to be filed with Dicker Data NZ within 3 working days from delivery.
d. If not visible upon delivery, claim must be reported to Dicker Data NZ latest within 14 working days of sale to end-customer (final destination).
e. End-User proof of purchase has to be provided.

Wrong Product Claim - Units received are different from ordered.

Requirements & Timelines to file with HPE.

a. Upon delivery, a check has to be performed to determine any discrepancy.
b. Partner must note any discrepancy/damage on the POD (if visible at the time of delivery)
c. The claim has to be filed within 3 working days from delivery with photographs.
d. If not visible upon delivery, claim must be reported latest within 14 working days of sale to end-customer (final destination).
e. End-user proof of purchase has to be provided.

Standard (Convenience) Return Claim - If Partner wants to return a unit due to project cancellation, ordering incorrect product in the PO, submitting duplicate orders or changing of configuration required.

Convenience return should satisfy following criteria

a. Notified Dicker Data Team within 5 working days from delivery of goods to Final Destination (This could be the End User –proof of purchase has to be provided).

b. Ready to pay restocking fee. (Restocking Fee does not apply if return is due to DDNZ team quoting fault).

c. Not a customized product (CTO products are not acceptable for return).

d. Not opened and used (with photo proof).

Please Note: Not all Standard (Convenience) Returns will not be approved. This will be on the discretion of the HPE PM after reviewing circumstances for each return case.

Partner/Customer has to provide the following mandatory details :

•   Customer PO# / DDNZ SO#

a. Part Numbers & Qty to be return

b. Reason for return

c. Status of Box with photo proof : (Opened/ Unopened)

d. Is product still in its original packaging with HPE seal

e. Ready to pay restocking fee (if required)

f. Address & contact details (Name, number & email id)

g. Please do note if there is any discrepancy when goods are received and processed by our returns team then units will be returned back to customer & credit/claim will be cancelled.

Any questions regarding HPE returns?

Please get in touch with our Dicker Data NZ HPE Team: hpe@dickerdata.co.nz