



TCL Tablet WARRANTY PROCESS NZ

All TCL products have a minimum 12-month Manufacturer's Warranty

For Tablets:

Store staff must assess the product and confirm faulty (not user error). If the product is faulty, follow the below process:

If within **30 days of Purchase**, offer either refund or replacement instore and submit the faulty unit claim **along with the below information**, through the Dicker Data Online Returns Portal or via your stores consolidation group process for.

1. A copy of the original customer invoice OR proof of the purchase date.
2. SKU, description, serial number and product barcode.
3. A clear description of the fault.

Please attach a copy of this information securely to the unit and send back to Dicker Data or via your consolidation return process:

*Dicker Data Returns Department
68 Plunket Avenue
Papatoetoe 2101
Auckland*

If beyond 30 days, stores to contact the authorized warranty repair agent for any return or warranty claims.

- Product Repair Service Provider: Fonefix
- Support Hotline: 0800 527 548
- Phone: (+64)9 573 5522
- Location: 5/501 Mount Wellington Highway, Mount Wellington
- Book online: <https://fonefix.co.nz>

For Accessories:

Store staff must assess the accessory and confirm faulty (not user error). If the product is faulty, submit the faulty unit claim along with the below information, through the Dicker Data Online Returns Portal or via your stores consolidation group process.

1. A copy of the original customer invoice OR proof of the purchase date.
2. SKU, description and product barcode.
3. A clear description of the fault.





Product Warranty Periods:

SKU	Product Name	EAN/ UPC No.	Warranty
9491G-2CLCNZ11	TCL NXTPAPER 14 Wi-Fi	4894461884721	36 months
9469X2-2CLCNZ11	TCL NXTPAPER 11 Plus Wi-Fi	4894461885995	36 months
9465X6-2CLCNZ11	TCL NXTPAPER 11 Gen 2 Wi-Fi	4894461884493	36 months
9465X2-2CLCNZ11	TCL TAB 11 FE	4894461885711	24 months
8188X1-2ALCNZ11	TCL TAB 8 Gen 2 Wi-Fi	4894461884523	24 months
AS9166G-2ALCAU11	T-pen for TCL NEXTPAPER	4894461993980	12 months
FC9465-2ALCAU11	Flip case for TCL NXTPAPER 11 Gen 2 & TAB 11 FE	4894461794181	12 months
FC9469-2ALCAU11	Flip case for TCL NXTPAPER 11 plus	4894461794761	12 months
FC8188-2ALCAU11	Flip case for TCL TAB 8	4894461812984	12 months
FC9491-2ALCAU11	Flip case for TCL NXTPAPER 14	4894461994086	12 months