

## **D-Link Advance Replacement**

The D-Link Australia Advance Replacement program is in place to offer a quicker and trouble free service to our customers and ensure a minimal downtime for their network. There are certain agreements between D-Link Australia and the customer regarding the advance replacement process which are enforced by the advance replacement terms & conditions.

The key policies regarding the advance replacement procedure are as follows:

- D-Link Australia will send out a replacement unit in advance of receiving the customer faulty product.
- D-Link Australia must ensure that replacement is dispatched the same day or the next following working day from the date of the advance replacement request.
- The customer must return the faulty product in exchange for the advance replacement within five (5) working days of arrival.
- If the customer does not return the faulty unit within five (5) working days they will be contacted by a -D-Link Australia representative and given a reminder to return the product within seven (7) days.
- If the product is not returned after three (3) reminders then D-Link Australia will issue a Final written reminder before charging the customer the full retail price of the product that was advance.
- The customer may also be charged if the faulty unit is returned damaged or without all the applicable accessories.

You can contact us on 02 8899 1800 or email rma@dlink.com.au.

The address for product return is:

D-Link Australia Service & Logistics Centre 6-10 Talavera Rd North Ryde, 2113, NSW

D-Link Australia Warranty Department

D-Link Australia Pty Ltd ABN 49052202838

www.dlink.com.au www.dlink.co.nz

CORPORATE HEAD OFFICE Ground Floor 6-10 Talavera Road North Ryde NSW 2113

(+61 2) 8899 1800 Tel: (+61 2) 8899 1868 Fax:

SERVICE & LOGISTICS Ground Floor 6-10 Talavera Road North Ryde NSW 2113

(+61 2) 8899 1800 Tel: (+61 2) 8899 1870 Fax:

MELBOURNE Level 1. 1 Queens Road.

Melbourne VIC 3004 Tel: (+61 3) 9863 7150 Fax: (+61 3) 9863 7155

BRISBANE Suite 26, Level 8 320 Adelaide Street Brisbane QLD 4000 PERTH

AUCKLAND Level 3E, 272 Parnell Rd Parnell Auckland New Zealand

Tel: (+64 9) 951 0364 Fax: (+64 9) 951 0369

Fax: (+61 7) 3229 6450

Tel: (+61 7) 3229 6400

Tel: 0417 941 097