

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