

DOA / RMA process

APC by Schneider Electric

DOA Management (Dead on Arrival)

Official Website	**http://www.apc.com**
First Contact in case of DOA	APC
Procedure of DOA	See warranty Warranty Management
First Contact in case of Warranty Claim	APC
Period of Warranty	• https://www.apc.com/be/en/support/product-support/ups-factory-warranty-information.jsp
Procedure of Warranty	Reseller contacts APC repaircenter for support: • https://www.apc.com/be/en/support/contact-us (EN) • https://www.apc.com/be/fr/support/contact-us (FR) • customer-service.be@schneider-electric.com

HPE aruba networking

DOA Management (Dead on Arrival)

Official Website	**https://www.hpe.com/us/en/networking/hpe-aruba-networking.html**
First Contact in case of DOA	Aruba
Period of DOA	Warranty Management
First Contact in case of Warranty Claim	Aruba
Period of Warranty	• https://www.arubanetworks.com/en-gb/support-services/product-warranties (EN) • https://www.arubanetworks.com/fr/service-technique/garanties-des-produits (FR)
Procedure of Warranty	Reseller contacts ARUBA for support: • https://www.arubanetworks.com/en-gb/support-services/contact-support (EN) • https://www.arubanetworks.com/fr/service-technique/contactez-le-support (FR)
Other action	Other remarks or information: • https://www.arubanetworks.com/en-gb (EN) • https://www.arubanetworks.com/fr (FR)

DOA Management (Dead on Arrival)

Official Website	**http://www.brother.be**
First Contact in case of DOA	Brother
Period of DOA	Warranty Management
First Contact in case of Warranty Claim	Brother
Period of Warranty	2 Years
Procedure of Warranty	Reseller contacts Brother for warranty follow up: • +32 2 467 44 40 • +32 2 364 45 00 • https://www.brother.be/nl-be/support (NL) • https://www.brother.be/fr-be/support (FR)
Other action	Out of warranty handling: • +32 2 467 42 11

DOA Management (Dead on Arrival)

Official Website	**http://www.cisco.com**
Period of DOA	Warranty Management
Period of Warranty	2 Years
Procedure of Warranty	From 90 days up to lifetime For more info see: • http://www.cisco.com/en/US/products/prod_warranties_listing.html
Other remarks or information	Support: • https://globalcontacts.cloudapps.cisco.com/contacts/selectsOptions/en_BE

Canon

DOA Management (Dead on Arrival)

Official Website	**http://www.canon.be**
First Contact in case of DOA	Canon
Large Format Scanners	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=38#acc-0
Period of DOA:	See warranty management
Period of Warranty	Variable. See www.canon.be for more info
Procedure of DOA	See warranty management Warranty Management
Procedure of Warranty	Customer contacts CANON Service desk: • +32 2 722 0444 • +352 48 4796 222 (LU) • dispatch@canon.be
All Products (Except Large Format Scanners)	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=38#acc-1
First Contact in case of DOA	Tech Repair
Period of DOA	8 Calendar days for hardware
Period of Warranty	See warranty management
Procedure of DOA	Reseller logs DOA request on Tech Repair website: • https://doa.techrepair.nl (NL) • http://www.techrepair.nl/fr/index.html Warranty Management (FR)
First Contact in case of Warranty Claim	Canon
Period of Warranty	• http://www.canon.be
Procedure of Warranty	Reseller contacts Canon for support Canon Helpdesk: (Consumer products support) 02/620 01 97 +352 27 302 054 (LU) • be@support.canon-europe.com • lu@support.canon-europe.com
Other remarks or information	No returns, DOA or warranty on batteries



DOA Management (Dead on Arrival)

Official Website	**http://www.dell.be**
First Contact in case of DOA	Dell
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Dell
Period of Warranty	Warranty check based on serial number (Service Tag): • https://www.dell.com/support/home/be/nl/bedhs1?app=warranty&~ck=mn/ • https://www.dell.com/support/home/be/fr/bedhs1?app=warranty&c=be&l=fr&~ck=mn/
Procedure of Warranty	End user (preferably) or reseller contacts DELL Technical Service by phone: • +32 2 482 8690 (NL & FR) 24x7(Ma tot Vr 8:30AM - 5PM in het Nederlands) 24x7 (9H - 18H Du lundi au jeudi 9H - 17H Vendredi en Français)
Or check with the Service Tag	• https://www.dell.com/support/incidents-online/be/nl/bedhs1/contactus/Dynamic (NL) • https://www.dell.com/support/incidents-online/be/fr/bedhs1/contactus/Dynamic (FR)
End customer (or reseller) will need the following	Serial number (Service Tag) End customer invoice (for warranty proof) Unit will be repaired by Dell. In case of faulty options that were separately bought (Keyboard, Mouse, Docking Station,...) you will need the Dell order number first, before calling Dell.

D-Link®
Building Networks For People

DOA Management (Dead on Arrival)

Official Website	**http://www.dlink.com**
Period of DOA	Warranty Management
Procedure of DOA	See warranty management Warranty Management
Period of Warranty	• http://www.dlink.com/be/nl/support/warranty-information (NL) • http://www.dlink.com/be/fr/support/warranty-information (FR)
Other remarks or information	• be-info@dlink.com

DOA Management (Dead on Arrival)

Official Website	**http://powerquality.eaton.com/emea**
First Contact in case of DOA	Eaton Power Quality
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Eaton Power Quality
Period of Warranty	2 Years
Procedure of Warranty	Reseller contacts EATON for support: 02/719.88.00 (B) • +352 48 10 81-1 (LU) • tsbelux@eaton.com

DOA Management (Dead on Arrival)

Official Website	**http://www.epson.be**
Period of DOA	Warranty Management
First Contact in case of DOA	MService
Period of DOA	30 Days
Procedure of DOA	For DOA warranty support, please log your request through: • https://mservice.nl/doa-melden (NL) • https://mservice.nl/fr/doa-melden (FR) Warranty Management
First Contact in case of Warranty Claim	Epson
Period of Warranty	• https://www.epson.co.uk/support#check_warranty
Procedure of Warranty	Reseller contacts Epson support for warranty follow up: 02/792 04 47 (Consumer) 02/792 04 48 (Reseller) • +352/278 60 692 (LU) • https://www.epson.be/support (NL) • https://www.epson.be/fr/support (FR)

ergotron

DOA Management (Dead on Arrival)

Official Website	**http://www.ergotron-europe.com**
First Contact in case of DOA	Ergotron
Period of DOA	Warranty management
First Contact in case of Warranty Claim	Ergotron
Period of Warranty	• http://www.ergotron.com/nl-nl/support/warranty-policy • http://www.ergotron.com/fr-fr/aide/warranty-policy
Procedure of Warranty	Reseller contacts Ergotron for warranty support: • +31 33 4545 600 • +31 33 4545 603 (NL) • info.nl@ergotron.com • +33 97 5181 830 (FR) • info.fr@ergotron.com • techsupport.eu@ergotron.com

DOA Management (Dead on Arrival)

Official Website	**http://www.hp.be**
Period of DOA	Consumer product line: 30 days (also on end user invoice) Business product line: None • http://www8.hp.com/be/nl/contact-hp/phone-assist.html (NL) • http://www8.hp.com/be/fr/contact-hp/phone-assist.html (FR)
Procedure of DOA	Consumer product line (Portables, desktops and monitors): Reseller contacts HP Service Planet for support: • +31 10 4008230 • doa.hp@ask.serviceplanet.nl Consumer product line (Printers and accessories): Warranty Management
First Contact in case of Warranty Claim	HP
Period of Warranty	Variable. See www.hp.be for more info
Procedure of Warranty	Consumer product line: • http://www8.hp.com/be/nl/contact-hp/phone-assist.html (NL) • http://www8.hp.com/be/fr/contact-hp/phone-assist.html (FR) Business product line: • http://www8.hp.com/be/nl/contact-hp/phone-assist.html (NL) • http://www8.hp.com/be/fr/contact-hp/phone-assist.html (FR) HP / Poly: • https://support.hp.com/be-nl/poly (NL) • https://support.hp.com/be-fr/poly (FR) Options (Keyboards, memories, adapter, fuser kits...): 30 Days warranty on end user invoice. Ink cartridges & consumables: 1 year warranty on end user invoice
Other remarks or information	HP Warranty look up tools: • https://support.hp.com/us-en/checkwarranty

Hewlett Packard Enterprise

DOA Management (Dead on Arrival)

Official Website	**https://www.hpe.be**
First Contact in case of DOA	Hewlett Packard Enterprise
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Hewlett Packard Enterprise
Period of Warranty	• https://www.hpe.com/be/en/home.html Go to product, Specifications, look for warranty
Procedure of Warranty	Reseller contacts HPE for support: • https://www.hpe.com/be/nl/contact-hpe.html (NL) • https://www.hpe.com/be/en/contact-hpe.html (EN) • https://www.hpe.com/be/fr/contact-hpe.html (FR) Or logs a ticket: • https://support.hpe.com/hpesc/public/home
Other remarks or information	Serial number check: • https://support.hpe.com/hpsc/wc/public/home

intel

DOA Management (Dead on Arrival)

Official Website	**http://www.intel.com**
Product group(s) INTEL NUC	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=106#acc-0
First Contact in case of DOA	Asus
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Asus
Period of Warranty	2 Years
Procedure of Warranty	Reseller contacts Asus for support: • https://www.asus.com/support/nuc_service
Product group(s) All Except INTEL NUC	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=106#acc-1
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management • https://www.intel.com/content/www/us/en/support/articles/000005886/services.html

Jabra GN

DOA Management (Dead on Arrival)

Official Website	**http://www.jabra.com**
Product group(s) Business range	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=112#acc-0
First Contact in case of DOA	Jabra
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Asus
Period of Warranty	• https://www.emea.jabra.com/footerpages/warranty-and-service-business Warranty checker: • https://www.emea.jabra.com/footerpages/warranty-and-service-business
Product group(s) Consumer range	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=112#acc-1
First Contact in case of DOA	Jabra
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Jabra
Period of Warranty	• https://www.emea.jabra.com/footerpages/warranty-and-service-consumer • https://www.emea.blueparrott.com/footer-pages/warranty
Procedure of Warranty	End user or reseller can contact Jabra for support & warranty service: • 0800 71 845 • https://servicenet.jabra.com/portal/res/return/t3/dsc2/prod/login/nl-nl (NL) • https://servicenet.jabra.com/portal/res/return/t3/dsc2/prod/login/fr-fr (FR) In order to start a warranty case, you will need to create an account with Jabra first. Warranty check: • https://servicenet.jabra.com/portal/res/return/t3/dsc2/prod/pubWarrantyCheck/en-us

Kensington

DOA Management (Dead on Arrival)

Official Website	**http://www.kensington.com**
Period of DOA	See warranty management Warranty Management
Period of Warranty	2 Years 5 Years Limited lifetime for cases For more info check the Kensington website on the product page
Procedure of Warranty	Trustteam will follow up warranty
Other remarks or information	Kensington technical support: • +32 (0)2 401 23 95 • https://www.kensington.com/nl-nl/ (NL) • https://www.kensington.com/fr-fr/ (FR)

Kingston TECHNOLOGY

DOA Management (Dead on Arrival)

Official Website	**http://www.kingston.com/blroot/**
Period of Warranty	• https://www.kingston.com/en/wa/warranty_nl • https://www.kingston.com/fr/company/warranty
Procedure of Warranty	Trustteam will follow up warranty
Other remarks or information	• +32 (0)70 707 974 • https://www.kingston.com/en/support (EN) • http://www.kingston.com/fr/support (FR)

Lenovo

DOA Management (Dead on Arrival)

Official Website	**http://www.lenovo.com/xe/en**
Product group(s) **Stand Alone Accessories**	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=131#acc-0
First Contact in case of DOA	Jabra
Period of DOA	See warranty management
Procedure of DOA	Check warranty: • https://pcsupport.lenovo.com/be/en/solutions/acc100372
Product group(s) **All (Except Stand Alone Accessories)**	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=131#acc-1
First Contact in case of DOA	Lenovo
Period of DOA	6 Business days for units in «Think» range 10 Business days for all other notebook and desktop series
Procedure of DOA	«THINK» (Commercial Range): Reseller contacts LENOVO for DOA authorisation: • +32 2 700 73 77 (BE) • +352 248 716 11 (LU) LENOVO & IDEAPAD (Consumer Range): E-mail to rma-nl@medion.com Warranty Management
First Contact in case of Warranty Claim	Lenovo
Period of Warranty	• http://support.lenovo.com/be/nl/warrantylookup • http://support.lenovo.com/fr/fr/warrantylookup
Procedure of Warranty	Commercial Products Think Products: Reseller calls Lenovo for support. +32 2 700 73 77 (BE) +352 248 716 11 (LU) • https://support.lenovo.com/be/en LENOVO & IDEAPAD (Consumer Range): Reseller calls Lenovo for support +32 2 700 73 77 (BE) +352 248 716 11 (LU) • rma-nl@medion.com • https://support.lenovo.com/be/en DCG Products: • +32 78 79 00 88 (BE) • + 352 342 080 8462 (LU) ThinkAgile • +32 2 700 72 02 (BE) • 0800-81984 • + 352 2487 1614 (LU) • 0800-21214 DCG ThinkSystem Warranty Look Up • https://datacentersupport.lenovo.com/be/en/systemxwarrantylookup
Other remarks or information	• https://support.lenovo.com/be/en

Lexmark™

DOA Management (Dead on Arrival)

Official Website	**http://www.lexmark.be**
Product group(s) Toners & Cartridges	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=132#acc-0
First Contact in case of DOA	Jabra
Period of DOA	Warranty management
Period of Warranty	1 Year
Product group(s) Printers & Options	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=132#acc-1
First Contact in case of DOA	Lenovo
Period of DOA	30 Days on end user invoice
Procedure of DOA	Reseller contacts Lexmark first. If the DOA is approved, the reseller will receive a DOA authorization. Warranty Management
First Contact in case of Warranty Claim	Lexmark
Period of Warranty	• http://support.lexmark.com/index?page=home&linkSelected=node1&channel=warranty&userlocale=EN_BE
Procedure of Warranty	Reseller contacts Lexmark for support. Inktjet & All In One: • 02/711.96.90 (FR) • 02/711.97.66 (NL) Laser- & matrix printers and print servers: • 02/710.62.20 (FR) • 02/710.62.19 (NL) • supportbe@lexmark.be
Other remarks or information	• http://support.lexmark.com/index?page=productSelection&channel=supportAndDownloads&locale=EN&userlocale=EN_BE

logitech

DOA Management (Dead on Arrival)

Official Website	**http://www.logitech.com**
Product group(s) Logitech conference systems	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=136#acc-0
First Contact in case of DOA	Logitech
Period of DOA	Warranty management
First Contact in case of Warranty Claim	Logitech
Period of Warranty	See: • https://prosupport.logi.com/hc/nl-be (NL) • https://prosupport.logi.com/hc/fr-be (FR)
Procedure of Warranty	Reseller logs repair/warranty request through: • https://prosupport.logi.com/hc/nl-be (NL) • https://prosupport.logi.com/hc/fr-be (FR)
Other action	SUMMARY Logitech Support and Logitech JumpStart will be the point of contact to support end customers who need help setting up and/or using their Tap Bundles. DETAILS End users who need assistance with Tap bundles should file a ticket with Logitech Support (Zoom and Google Meets) or Logitech JumpStart (Teams) for all technical issues. Logitech Support and JumpStart will respond to the customer within 1 business day. They will walk the customer through testing and troubleshooting steps to try to resolve the issue. Issues that can't be resolved via troubleshooting will result in the need for a replacement. Agents will confirm warranty eligibility via the serial number, and customers will be required to verify the failure through testing -- requests for immediate replacement without testing will not be honored. Logitech hardware replacements are facilitated through the point of sale; agents will advise the customer of this process when necessary. NUC and Chromebox replacements will be facilitated by Logitech Support (if diagnosed by JumpStart, RMA tickets will be transferred to a Logitech agent). Logitech Support will send the customer a prepaid return label to ship back the failed unit. Once the return shipment is picked up by UPS, AIS will be triggered to send the end customer a replacement unit. JumpStart link for MTR customers logitech.com/jumpstart Serial number from Tap display should be used to open a JumpStart ticket, even if problem is with another component (as noted on form). Rally, Meetup and NUC serial numbers should not be used on this form. Logitech Support link for Zoom customers https://support.logi.com/hc/requests/new?ticket_form_id=360000621393 Customers are not required to log in or create an account to file a ticket. Customers should either select the product they need help with from the drop-down menus, or enter the serial number when filing a ticket. NOTE: NUC/Chromebox serial numbers will not work on this page. Users should select (or use the serial number from) the Tap display.
Product group(s) All (Except conference systems)	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=136#acc-1
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
Period of Warranty	Products, specifications : • https://www.logitech.com/nl-be (NL) • https://www.logitech.com/fr-be (FR)

Microsoft

DOA Management (Dead on Arrival)

Official Website	**http://www.microsoft.com**
Period of DOA	60 days (MS Surface only)
Procedure of DOA	See warranty management
First Contact in case of Warranty Claim	Microsoft
Period of Warranty	All units: • https://support.microsoft.com/en-us/warranty MS Surface, HoloLens: • https://mybusinessservice.surface.com
Procedure of Warranty	For MS Surface (after 60 day DOA) and HoloLens: Reseller contacts Microsoft for warranty support: • https://learn.microsoft.com/en-US/surface/surface-support-portal
Other remarks or information	• https://support.microsoft.com/nl-nl/help/4051701/global-customer-service-phone-numbers (NL) • https://support.microsoft.com/fr-fr/help/4051701/global-customer-service-phone-numbers (FR)

NETGEAR

DOA Management (Dead on Arrival)

Official Website	**http://www.netgear.be**
Procedure of DOA	See warranty management
First Contact in case of Warranty Claim	Microsoft
Period of Warranty	• http://netgear.be Home products: go to product - Tech Specs Business products: go to product - Tech Specs - Data sheet
Procedure of Warranty	• http://netgear.be/business/contact-us

NVIDIA

DOA Management (Dead on Arrival)

Official Website	**http://www.nvidia.co.uk**
Procedure of DOA	See warranty management
Period of Warranty	• https://www.nvidia.com/en-us/support/warranty
Procedure of Warranty	Trustteam will follow up warranty

PHILIPS

DOA Management (Dead on Arrival)

Official Website	**http://www.philips.be**
Product group(s) Monitors	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=173#acc-0
First Contact in case of DOA	Philips
Period of DOA	14 Days
Procedure of DOA	Please contact Philips for support: See warranty management Warranty Management
First Contact in case of Warranty Claim	Philips
Period of Warranty	• https://www.philips.be/c-w/support-home/warranty.html
Procedure of Warranty	Reseller contacts Philips for warranty support: Dealer Belgium HelpDesk : • +32 93 52 02 15 Dealer Lux HelpDesk : • +352 20 88 12 87 • https://tpvcrmplus.force.com/TPVB2B/s • https://www.philips.be/c-w/support-home
Other action	Consumer Support: • https://www.philips.be/c-w/support-home/support-contact-page.html#n62Contact=SOUND_AND_VISION_GR%2BSV_MONITORS_CA (NL) • https://www.philips.be/fr/c-w/support-home/support-contact-page.html#n62Contact=SOUND_AND_VISION_GR%2BSV_MONITORS_CA (FR)

poly

DOA Management (Dead on Arrival)

Official Website	**https://www.poly.com**
First Contact in case of DOA	Hewlett Packard
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Hewlett Packard
Period of Warranty	• https://support.hp.com/be-nl/poly (BE) • https://support.hp.com/be-fr/poly (FR)
Procedure of Warranty	HP/POLY Support: • https://support.hp.com/be-nl/poly (BE) • https://support.hp.com/be-fr/poly (FR) Attachments: • https://be-corp.ingrammicro.com/pages/getattachment.ashx?guid=40032e23-d706-40f5-a3e8-17f55223340a

QNAP

DOA Management (Dead on Arrival)

Official Website	**https://www.qnap.com/en**
Procedure of DOA	See warranty management Warranty Management
Period of Warranty	Variable: • https://support.hp.com/be-nl/poly (BE) • https://support.hp.com/be-fr/poly (FR)
Procedure of Warranty	Warranty follow up by Trustteam

SAMSUNG

DOA Management (Dead on Arrival)

Official Website	**http://www.samsung.be**
Product group(s) **Samsung SSD, SD Memory & Micro SD Memory**	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=195#acc-0
First Contact in case of DOA	Hanaro
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Hanaro
Period of Warranty	See: • http://www.samsung.com/be/support/warranty (NL) • http://www.samsung.com/be_fr/support/warranty (FR)
Procedure of Warranty	Reseller contacts Hanaro Computer for support: • http://www.hanaro.eu • +31 493 322 330 •samsungmemory@hanaro.eu
Product group(s) **All (Except Memory, SSD)**	• https://be-corp.ingrammicro.com/x4c/single-pages/warranties/warranty-details?itemID=195#acc-1
First Contact in case of DOA	Samsung
Period of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Samsung
Period of Warranty	Products, specifications : • http://www.samsung.com/be/support/warranty (NL) • http://www.samsung.com/be_fr/support/warranty (FR)
Procedure of Warranty	Reseller contacts SAMSUNG for support: B2B Support: • 0800 390990 (BE) • 26375804 (LU) • b2bsupport@samsung.be • https://www.samsungdealerportal.com • +32 (0)2 201 2418 (BE) • +352 26 10 37 10 (LU) • http://www.samsung.com/be/info/contactus (NL) • https://www.samsung.com/be_fr/support/contact/#contac-tinfo (FR)

Synology

DOA Management (Dead on Arrival)

Official Website	**https://www.synology.com/en-global**
Period of DOA	See warranty management
Procedure of DOA	See warranty management Warranty Management
First Contact in case of Warranty Claim	Trustteam
Period of Warranty	2 to 5 Years • https://www.synology.com/nl-nl/products/status (NL) • https://www.synology.com/fr-fr/products/status (FR)
Procedure of Warranty	Trustteam will follow up warranty
Other action	Synology contact info: • https://www.synology.com/nl-nl/company/contact_us (NL) • https://www.synology.com/fr-fr/company/contact_us (FR)

ViewSonic

DOA Management (Dead on Arrival)

Official Website	**http://www.viewsoniceurope.com**
First Contact in case of DOA	ViewSonic
Period of DOA	14 days
Procedure of DOA	You can contact ViewSonic • 00800 777 222 02 • www.viewsonic.com/nl/contact • service_nl@viewsoniceurope.com A replacement unit will be arranged in 48 hours Warranty Management
First Contact in case of Warranty Claim	ViewSonic
Period of Warranty	Variable
Procedure of Warranty	You can contact ViewSonic • 00800 777 222 02 • www.viewsonic.com/nl/contact • service_nl@viewsoniceurope.com Required information: Contact information Model name Serial number Invoice Failure description

Western Digital

DOA Management (Dead on Arrival)

Official Website	**http://www.wdc.com**
Period of Warranty	• https://support-en.wd.com/app/Warranty_Policy#group2
Procedure of Warranty	Trustteam will follow up warranty within manufacturing warranty period (see disk for manufacturing date). Warranty will be checked on WD website before raising any return approval. Customer can also contact Western Digital for support. • +31-880062100 • https://support-en.wd.com
Other remarks or information	WD Online warranty tool: • https://support-en.wd.com/app/warrantystatus

Cette liste n'est pas exhaustive.

Si le constructeur recherché ne s'y trouve pas, nous vous invitons à nous contacter au **31 40 40 30** ou via **online@trustteam.lu**