

# RETURN MATERIALS AUTHORISATION PROCESS FOR SYNOLOGY UAE

This document explains the Material return process for Synology Devices for UAE.

## Service Categories

Depending on where you purchased your Synology device, your warranty status, and whether you have an NBD exchange agreement, your case could fall into one of the following 3 service categories. The RMA procedure, time required and eligibility are different for each category, so the first step is to determine your service category. Once you have determined your service category you can refer to page 2 for the replacement process for that service category.

In case you can't determine your service category, contact us with your device model number and serial number and we will be able to look up that serial number in our database.

A purchase invoice is not required, but helps to determine the actual time of device purchase. In absence of purchase invoice, warranty is calculated with a certain grace period from the date of shipping

<b>Service Category</b>	<b>Eligible Criteria</b>	<b>Cost</b>	<b>Time Required</b>
<b>Category 1 Covered By NBD Plan</b>	Device has an existing NBD Plan	Free Replacement Device in Advance	Ships Next Business Day
<b>Category 2 In Warranty, Local Purchase</b>	Device is in Warranty and purchased through UAE Channel	Free Repair or replacement	2-3 weeks
<b>Category 3 Ineligible for RMA</b>	Product is out of warranty , or purchased through non-UAE Channel	Parts and Labor charged	2-3 weeks

# RMA Process for Each Service Category

## Service Category 1 : In Warranty with NBD Contract

### **Definition of Service Category 1**

If the unit falls under an NBD replacement plan, it is in **service category 1**. The NBD contract is an optional purchase and must be purchased before the unit fails. It is the highest service category that allows next business day shipment of a replacement device

### **RMA Process for Service Category 1**

#### **1. Report the Incidence**

If you feel the equipment has failed partially or fully , or is showing symptoms of failing, please report it to [synology@pnpdxb.com](mailto:synology@pnpdxb.com). Include in your report the following - a) Serial number and model of the device, b)Description of the problem , c) Contact details where we can update you about the status of the case.

Support team will initiate an inquiry and verify if the device is under NBD contract and if a hardware failure has happened. Proceed to step 2 on verification

#### **2. Receive the Replacement and install it**

We ship you a replacement device before we collect the faulty one . You will have to remove all the media, memory upgrades and add on cards from old device and install them in the new device.

If the contract provides for on-site migration, we will send a technician with the replacement device to exchange the old device with the new one. All the settings may not be migrated if you don't have backup of the old device settings.

#### **3. Pack the faulty device for pickup**

Refer to the how to pack document for packing the faulty device. We pickup faulty device within 7 days.

## Service Category 2 : In warranty, Local purchase

### **Definition of Service Category 2**

If the device was purchased from an UAE authorized channel and within the warranty period. Most end users fall into this category. If the device was imported (e.g., sold by Amazon USA on Amazon.ae), the device is not eligible.

### **RMA Process for Service Category 2**

#### **1. Report the Incidence**

If you feel the equipment has failed partially or fully , or is showing symptoms of failing, please report it to [synology@pnpdxb.com](mailto:synology@pnpdxb.com). Include in your report the following - a) Serial number and model of the device, b)Description of the problem , c) Contact details where we can update you about the status of the case.

Support team will initiate an inquiry and verify if the device is under warranty and if a hardware failure has happened. Proceed to step 2 on verification

## **2. Pack the device and ship to us**

We contact you , asking you to Pack your faulty device according to the packing instructions. Drop the faulty device to our service center and collect your RMA receipt

## **3. Pickup the repaired/replaced unit**

We will notify you as soon as the replacement or repaired device is ready for pick up . The repair/replacement takes 14-18 days, but in certain cases it may take longer, depending on the availability of spare parts

### **Service Category 3 : Ineligible for RMA**

#### **Definition of Service Category 3 : Ineligible**

in the following cases, the device is ineligible for RMA

- a) Device is purchase through non-UAE channel : Amazon Import, direct import, bought overseas...
- b) Warranty is void due to any clause
- c) Warranty has expired

#### **Possible action for Service Category 3**

1. Contact us at [synology@pnpdxb.com](mailto:synology@pnpdxb.com) and provide us with the serial number of your device.
2. We will check and verify. If your device is found to be ineligible – you can contact us for the cost of replacement /repair
3. Once the cost of replacement/repair is agreed, we collect 50% amount in advance. Device is repaired/replaced within 14-18 days and you are contacted to pick it up