

## **WHITE LABEL SYNOLOGY NBD REPLACEMENT SERVICES FOR RESELLERS AND INTEGRATORS**

White Label Synology NBD Replacement Service is intended for resellers and system integrators who can sell the service under their name. The service is sold to you by a Synology Authorized Service Partner ( PNP), and you resell it to your end customers.

Synology's authorized service partner never comes into contact with your end customer, protecting your interests. It is a great way to increase your profit, differentiate yourself from other box vendors, and provide higher quality service to your customers

For mission-critical equipment, end customers are looking for a guaranteed NBD replacement. An NBD replacement plan is tied to a device's serial number, and in the event of a device failure, a replacement device will be shipped to you the next business day.

### **How the White Label NBD REPLACEMENT SERVICE WORKS**

1. You (**Reseller**) determine that your end user (**EU**) needs a replacement NBD service . The Synology Authorized Service Partner (**SASP**) will quote you your reseller price with a recommended price for the EU. This is only a recommended price and you can offer a higher price
2. The service plan is signed between the reseller and SASP.
3. You can use the SASP service template with your branding to send the service plan to your end customer, or you can use your own template . This service plan is signed between you and the end customer without SASP being mentioned anywhere - it is a complete white box service.
4. When the equipment fails, your EU contacts you. You contact SASP, who in turn provides you with a replacement unit that is quickly shipped to your EU.

## NBD Replacement process for White Box Service

### **Service Category 4 : In Warranty with NBD Contract White Box**

#### **Definition of Service Category 4**

If the unit falls under an NBD replacement plan , sold through a reseller/SI , it is in service category 4

#### **RMA Process for Service Category 4**

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

If you feel the equipment has failed partially or fully , or is showing symptoms of failing, please report it to SASP on [synology@pnpxb.com](mailto:synology@pnpxb.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.

SASP will initiate an inquiry and verify if the device is under NBD contract. SASP does a remote check ( as reseller workforce) to ensure that there is a hardware failure.

##### **2. Reseller asks EU to Pack the device or assists them in Packing the device**

Refer to the how to pack document for packing the device

##### **3. Reseller receives a Replacement from SASP and ships the defective unit back to SASP**

SASP sends Reseller a replacement device and Reseller can ship back the defective device back to SASP within 7 days. If the contract provides for on-site migration, SASP will send a technician with the replacement device to exchange the old device for the new one ( SASP technician visits with the reseller to avoid any conflict of interest unless asked to visit alone. SASP technician doesn't go with any SASP branding, business cards or vehicle )