

Standard Operating Procedure

RMA – SMB Products

Document Date: July 2026 | Version 2.1 | Region: UAE

Scope and Product Coverage

This procedure applies to D-Link SMB products, including the following categories:

- Managed & Smart Switches
- Access Points
- Wireless Controllers
- IP Cameras & NVR
- VoIP Phones & PBX
- Industrial Switches (managed and unmanaged)
- Transceivers & SFP Modules

Consumer product categories (Wi-Fi routers, extenders, network adapters, unmanaged switches except industrial switches, 4G/5G routers & hotspots, USB hubs & chargers, mydlink cameras, KVM, and similar) are covered under the separate Consumer RMA SOP.

1. Customer Support and Defect Confirmation

The customer logs a support request through D-Link MEA E-ticket: <https://qr.dlink-me.com/support/>

The e-ticket must be logged by the end user customer directly, not by the retailer or distributor on the customer's behalf. This ensures D-Link receives clear, first-hand information about the product and the reported issue directly from the person using it.

D-Link 2nd Level Support checks the case, tests the product where required, and verifies warranty eligibility.

The support engineer confirms one of the following:

- The product is defective and within the applicable warranty/RMA period.
- Additional information or verification is required.
- The product is not eligible for RMA due to warranty expiry, physical damage, misuse, or other warranty exclusion.

If the product is defective and eligible, D-Link issues an e-ticket confirmation stating that the product is ready for RMA processing. One e-ticket may cover multiple products, but only the serial numbers listed on the confirmation can be returned.

Important: The customer receives only the e-ticket confirmation. The official RMA Number is generated later by the distributor in the D-Link RMA Portal.

2. Customer Return to Retailer

The customer presents the e-ticket confirmation to the retailer where the SMB product was purchased and returns the defective unit.

The retailer verifies the following before accepting the return:

- D-Link e-ticket confirmation, including the approved serial number
- Original invoice or receipt
- Product model number and defective serial number
- Customer-reported issue or symptom
- Product box and accessories, if applicable
- Physical condition of the device, as physical damage may void the warranty

No valid invoice or receipt means no RMA processing. Proof of purchase is mandatory for warranty validation.

3. Replacement Handling Based on Stock Availability

Replacement is handled based on stock availability of the same model at the retailer, distributor, and D-Link.

- If the retailer has stock, the retailer may issue an advance replacement to the customer based on the e-ticket confirmation and warranty validation.
- If the retailer has no stock but the distributor has stock, the distributor supplies replacement stock through the retailer.
- If the retailer and distributor have no stock, D-Link supplies replacement through the distributor only, if same-model stock is available.
- If D-Link has no same-model stock, D-Link will provide an equivalent or higher replacement model. If no suitable model is available, D-Link issues a credit note to the distributor after RMA validation.

Replacement model conditions

- The replacement model will not be lower in specification than the original unit.
- No additional charge applies when D-Link provides a higher-specification replacement model.
- D-Link selects the replacement model and informs the distributor. The distributor informs the retailer, and the retailer informs the customer before handover.
- Where neither the retailer nor distributor has stock, the customer receives the replacement within [number of working days to be confirmed] of returning the unit to the retailer.

Warranty on replacement units

The replacement unit issued to the end user is covered for the remaining warranty of the original unit, or 30 days, whichever is longer. Both are counted from the date the customer returns the defective unit to the retailer. The end user replacement does not receive a new full warranty period.

The replenishment unit supplied to the retailer or distributor to restore channel stock is treated as new stock and carries the full standard warranty. This is separate from the replacement issued to the end user, which inherits the remaining warranty of the original unit as described above.

4. Replacement Serial Number (Consumer and SMB)

Every replacement issued must be recorded against the defective unit it replaced.

- The party handing over the replacement records the replacement serial number at the point of handover.
- If the retailer issues the replacement, the retailer passes the replacement serial number to the distributor together with the defective unit and documents.
- The distributor enters both the defective serial number and replacement serial number in the D-Link RMA Portal.

Important: An RMA cannot be settled where a replacement was issued but the replacement serial number is missing.

5. Distributor Portal Submission, Monthly Return, and Settlement

After receiving the defective unit from the retailer, the distributor logs the RMA request in the D-Link RMA Portal. The Portal generates the official RMA Number for the distributor.

The distributor uploads the required details and documents, including:

- D-Link e-ticket confirmation
- Invoice or receipt copy
- Product model number
- Defective serial number
- Replacement serial number, where a replacement has been issued
- Issue description
- Retailer name
- Supporting photos, if required

The distributor submits a monthly RMA report and returns the consolidated defective units to D-Link JAFZA. The report must match the Portal records and include the RMA Number, e-ticket reference, model number, defective serial number, replacement serial number, retailer name, invoice date, issue description, and settlement status.

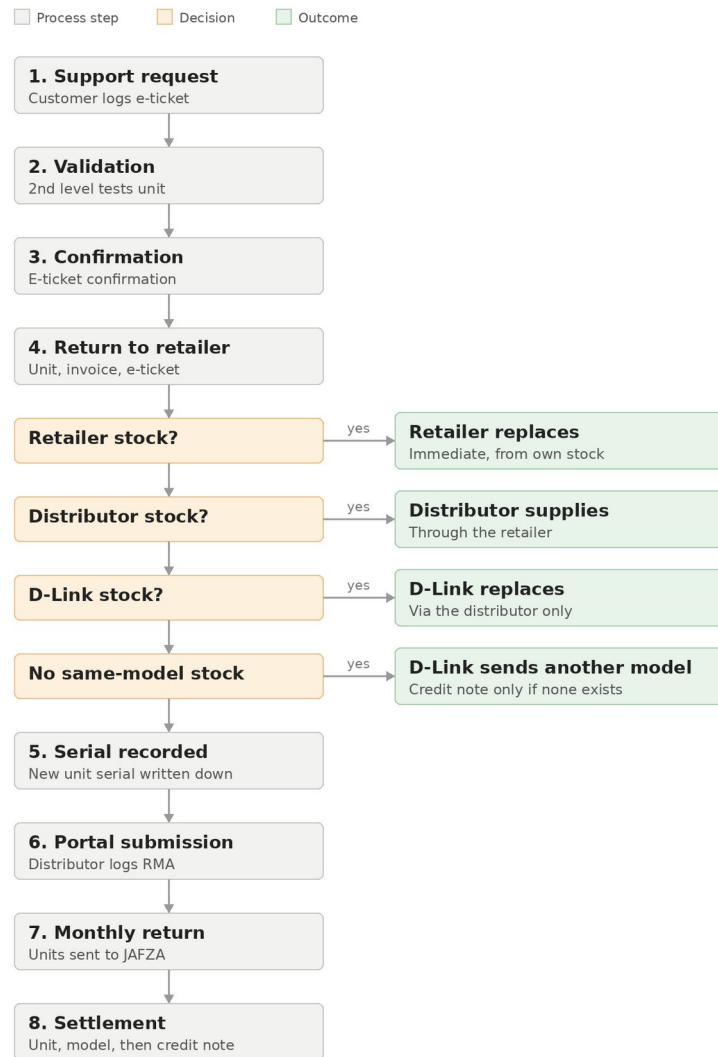
D-Link verifies the returned units against the Portal records and settles the RMA to the distributor. Settlement is by same-model replacement where stock is available, otherwise by an equivalent or higher replacement model. A credit note is issued only where no suitable replacement model is available.

Stock Availability Scenario Summary

The Retailer, Distributor and D-Link columns show whether that party has stock of the same model. All D-Link settlements follow validation of the returned unit.

Scenario	Retailer	Distributor	D-Link	Customer Handling	D-Link Settlement to Distributor
A. Ideal	Yes	Yes	Yes	Retailer replaces customer immediately	Same-model replacement
B	Yes	Yes	No	Retailer replaces customer immediately	Equivalent or higher model. Credit note only if none suitable
C	Yes	No	Yes	Retailer replaces customer immediately	Same-model replacement
D	Yes	No	No	Retailer replaces customer immediately	Equivalent or higher model. Credit note only if none suitable
E	No	Yes	Yes	Distributor supplies replacement through retailer	Same-model replacement
F	No	Yes	No	Distributor supplies replacement through retailer	Equivalent or higher model. Credit note only if none suitable
G	No	No	Yes	Customer receives same-model replacement via the distributor	Same-model replacement
H	No	No	No	Customer receives an equivalent or higher model via the distributor	Equivalent or higher model. Credit note only if none suitable

Process Flowchart



A downward arrow means 'no'. The case moves down to the next level. Every outcome then goes on to step 5.