



## PRESS ANNOUNCEMENT

**D-Link now offers complimentary next business day, advance RMA replacement service as standard on business products**



*New advance RMA replacement service introduced to minimise network disruption and downtime for businesses, in the unlikely event of a D-Link product failure*

D-Link, a global leader in network-based solutions, has today announced the introduction of complimentary next day business advance RMA replacement service as standard for all business-grade network switches, wireless access points and video surveillance cameras.

D-Link Assist is D-Link's rapid response support service that replaces faulty equipment quickly and efficiently, and is designed to provide best-in-class IT support for its customers and partners. It is dedicated to providing customers with access to support services to ensure fast and expert resolutions to issues and accountability to solve critical hardware issues.

In today's digital age, with a business' network the backbone of its operations, the ability to rapidly restore systems in the event of disruption is critical. To fulfil this need and provide outstanding service to customers, D-Link is introducing the free next business day advance RMA replacement for all business products sold with a minimum 5-year warranty.

This change will become effective from the 1<sup>st</sup> of May, 2019 throughout Europe and will include support for business products such as network switches and wireless access points. This service is also available for any products with a 2-year and 3-year warranty when the optional 3-year warranty extension has been purchased. As well as the advance RMA replacement service, D-Link Assist also offers services such as onsite installation and configuration services, as well as site surveys for wired and wireless networks and video surveillance deployment planning.

"For most businesses today, there is absolutely no time for downtime. Disruption to a network system can not only result in severe financial consequences but also damaged relationships. At D-Link, we believe that our partners deserve nothing but the best. Our new next business day advance RMA replacement and our planning, installation and configuration services, together we can work with our

customers to navigate any disruptions that come with the new technological era.” said Kevin Wen, President D-Link Europe.

In selected regions (UK, Germany, France, Italy, Spain and Hungary), the former “Silver” service will be renamed to *Same Business Day Service* – and continue to be available for projects and customers requiring a higher rapid response SLA. It will provide a four-hour response service Monday to Friday from 8 am to 5 pm (excluding public holidays), allowing customers to tailor support to meet their business’ need.

For more information about D-Link Assist or the new features, please visit D-Link’s website at <https://eu.dlink.com>

### **Availability and Pricing**

Contact your local D-Link office for more information  
<http://www.dlink.com>

## **END OF ANNOUNCEMENT**

### **About D-Link**

D-Link has designed, developed and manufactured award-winning networking, wireless, video surveillance, storage and home automation solutions for over 30 years. As a global leader in connectivity, D-Link is transforming business networks and equipping businesses to operate more efficiently. It is also a key enabler of the smart home, making it easy and affordable for people around the world to monitor, automate and control their home from anywhere, anytime using their smartphone or tablet.

D-Link’s extensive ranges of innovative, high-performing and intuitive technologies are available for both businesses and consumers through its global network of channel and retail partners and service providers.

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