



Frequently Asked Questions

Who can avail for Express Service ?

Partner who are authorized D-Link CCTV reseller/stockiest/ System integrators.

How is it different from DDS and AR-NBD service?

D-Link Express Service is designed exclusively for D-Link CCTV partners, while DDS and AR-NBD caters to end-customers.

How do I register for D-Link Express Service?

D-Link CCTV partner can avail Express Service support by registering on www.dlink.co.in/cctvexpress or he may send a registration request at his nearest D-Link service center. Following this a D-Link will issue a unique Express Service ID.

Is Express Service available for two year warranty period ?

Yes partners shall avail this facility for two year warranty period.

How do I make a request for defective product pick-up?

Partners need to first register for D-Link Express Service. Post which with his unique Express Service ID partner can make a pick-up request either through WhatsApp, Email, Web service or call.

How do I avail technical support for D-Link CCTV products?

D-Link has a dedicated support line +91-7507771222 for its CCTV solution offerings. Alternatively customers can contact

- D-Link toll free support **1860 233 3999** or
- Call **+91-832-6689999** or
- Send an email to express.service@in.dlink.com

How to view or check pick-up request or service status?

D-Link CCTV partners will have to log on to the website www.dlink.co.in/cctvexpress with their unique Express Service ID and registered mobile no. to track pickup/ service status.

Does D-Link Express Service offer advance replacement?

Yes D-Link does offer advance replacement in case of critical cases post validation. This is subject to stock availability at mapped service centers and on validations of defective product.

Is D-Link Express Service valid on damaged products and out of warranty products?

D-Link Express Service will not be applicable if the product is damaged and out of warranty. In this case minimum service cost will be applicable.

For products under warranty, no service charge will be levied, however partner needs to pay for damaged parts. Further 50% discount in service charge will be offered to products out of warranty.

What is the warranty period of the accessories?

The warranty period of the accessories like the power adapter is 3 months from Date from Purchase. In case the warranty period of 3 months is exhausted, then partners has to purchase the accessory from the nearest D-Link Service Centre.

Where can I find all the details about D-Link Express Service?

We have a dedicate web page for details on D-Link Express Service www.dlink.co.in/cctvexpress or partners can also write to us with their queries at express.service@in.dlink.com

Terms & Conditions

- This service is eligible only on D-Link CCTV products sold after 1st June 2017
- D-Link Express Service support is available for D-Link authorized CCTV partners
- To avail the benefit of D-Link Express service partners need to register
- D-Link Express service is valid on CCTV cameras and DVRs
- D-Link Express service is free for first two years

For more details please visit: www.dlink.co.in/cctvexpress | Call: +91-7507771222