Duo NZ Ltd

Duo NZ Ltd is a distribution company specialising in memory and PC card products.

We are a New Zealand owned and operated company that has been providing proprietary Memory & Storage solutions for Servers Desktops, Notebooks, Routers and Digital Media for the last 13 years. Duo NZ Ltd has represented SimpleTech exclusively in NZ and is now recognised as number one in this market. This partnership has been bolstered by Duo now representing SimpleTech exclusively in the Australian market.

Warranty

SimpleTech memory upgrades are system specific solutions designed to meet or exceed OEM system specifications for reliability and performance.

- **Lifetime Forward Replacement Warranty**
  Our lifetime warranty guarantees that if your SimpleTech memory product should ever fail, we'll replace it immediately, free of charge.
- **100% Compatibility**
  With our system specific solutions we guarantee our SimpleTech memory upgrades to be compatible with the system or family of systems they are intended for. SimpleTech memory products provide you with OEM equivalent solutions that are specific to your application, ensuring your system warranty will not be voided.
- **100% Product Testing**
  SimpleTech memory product is individually tested and inspected to ensure you receive the highest quality memory.

Logistic stock

On a case by case basis duo will supply Logistic stock free of charge to be used in the case of any failures while installing SimpleTech memory. This ensures there is no down time in the rollout. The logistic stock is usually 1% of the purchased stock. i.e. purchase 500 units then we will supply 5 units FOC.

Extended Warranty for Server Modules

In recognition of the importance of risk-reduction, Duo NZ also offers a full reimbursement of an engineer's time should the SimpleTech server memory module be faulty or found to cause a fault in a Server. The reimbursement is to the maximum value of $250.00 ex GST.

Under the terms of this agreement you are able to claim back from Duo NZ Ltd on-site warranty work if a SimpleTech server module is found to be faulty or can be proven to have caused a fault in the PC.

SimpleTech quotes a less than 2% failure rate - one of the lowest failure rates in the world. Duo NZ has recorded a 0.69% failure rate over the past twelve months.

 If you would like any more information please contact Duo NZ Ltd.