**NOTHING/CMF WARRANTY PROCESS NZ**

**All NOTHING/CMF Phones products have a 2-year Manufacturer’s Warranty.**

 **All NOTHING/CMF Audio products have a 1-year Manufacturer’s Warranty.**

**Nothing Call Centre number 0800 446 748**

Store staff must contact Nothing Call Centre hotline for remote troubleshooting to confirm faulty (not user error). If the product is faulty, submit the faulty unit claim **along with the below information**, through the Dicker Data Online Returns Portal or via your stores consolidation group process.

1. A copy of the original customer invoice OR proof of the purchase date.
2. SKU, description and product barcode/serial number/IMEI code.
3. A clear description of the fault.

*Please attach a copy of this information securely to the unit and send back to Dicker Data at:*

*Dicker Data Returns Department*

*68 Plunket Avenue*

*Papatoetoe 2101*

*Auckland*

*Returns can be sent back monthly.*

Stores offer a swap unit or credit to customers once Dicker Data Return Authorities team confirm RMA case, and Dicker Data NZ will provide credit note to stores.

**Exclusions & Limitations**

Nothing and CMF warrants that, under normal use, this product will be free from defects in materials and workmanship for a period of two (2) year or one (1) year starting with the original retail purchase date. The replacement warranty is valid only if the original proof of purchase issued to the purchaser, specifying the date of purchase, is presented with the product to be replaced.

THE NOTHING and CMF WARRANTY DOES NOT COVER:

* Defects and damages due to dropping, mechanical damage, dirt, cerumen, damp, moisture, chemical products, abnormal impact damage, loss, theft, fire or force majeure.
* Modification or repair by you or a third party without NOTHING and CMF approval.
* Aesthetical changes, defects, and damages due to normal wear and tear, or ageing.

**NOTHING and CMF product list:**

|  |  |  |
| --- | --- | --- |
| **Product Line** | **SKU** | **Product Name** |
| Smartphone | A10400148 | Nothing Phone (3a) 8+128 Black |
| Smartphone | A10400149 | Nothing Phone (3a) 8+128 White |
| Smartphone | A10400151 | Nothing Phone (3a) 12+256 Black |
| Smartphone | A10400152 | Nothing Phone (3a) 12+256 White |
| Smartphone | A10400153 | Nothing Phone (3a) 12+256 Blue |
| Smartphone | A10400169 | Nothing Phone (3a) Pro 12+256 Black |
| Smartphone | A10400170 | Nothing Phone (3a) Pro 12+256 Grey |
| Smartphone | A10400199 | CMF Phone 2 Pro 8+128 Black |
| Smartphone | A10400201 | CMF Phone 2 Pro 8+128 White |
| Smartphone | A10400202 | CMF Phone 2 Pro 8+128 Orange |
| Smartphone | A10400211 | CMF Phone 2 Pro 8+256 Black |
| Smartphone | A10400213 | CMF Phone 2 Pro 8+256 White |
| Smartphone | A10400214 | CMF Phone 2 Pro 8+256 Orange |
| Audio | A10600061 | Nothing Ear Black |
| Audio | A10600062 | Nothing Ear White |
| Audio | A10600063 | Nothing Ear (a) Black |
| Audio | A10600064 | Nothing Ear (a) White |
| Audio | A10600065 | Nothing Ear (a) Yellow |
| Audio | A11200005 | Nothing Ear (open) |
| Audio | A10600098 | CMF Buds 2 Dark Grey |
| Audio | A10600099 | CMF Buds 2 Light Green |
| Audio | A10600100 | CMF Buds 2 Orange |
| Audio | A10600076 | CMF Buds Pro 2 Dark Grey |
| Audio | A10600077 | CMF Buds Pro 2 Light Grey |
| Audio | A10600079 | CMF Buds Pro 2 Blue |
| Audio | A10600078 | CMF Buds Pro 2 Orange |
| Audio | A10700010 | CMF Watch Pro 2 Dark Grey |
| Audio | A10700012 | CMF Watch Pro 2 Ash Grey |
| Audio | A10700016 | CMF Watch Pro 2 Blue |
| Audio | A10700014 | CMF Watch Pro 2 Orange |