**URBANISTA WARRANTY PROCESS NZ**

**All Urbanista products have a 1-year Manufacturer’s Warranty.**

Store staff must assess the product and 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.
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.*

**Exclusions & Limitations**

Urbanista warrants that, under normal use, this product will be free from defects in materials and workmanship for a period of 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 URBANISTA 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 Urbanista AB approval.
* Aesthetical changes, defects, and damages due to normal wear and tear, or ageing.