Kaiser Baas Warranty Process NZ

WARRANTY PROCESS

# Kaiser Baas products have a 1-year Manufacturer’s Warranty

Store to assess the product and confirm faulty (not user error/damage). If the product is faulty, the reseller then needs to download and complete the Dicker Data RMA form and send it to Returns.Authorities@dickerdata.co.nz with the following details:

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.

**Product Troubleshooting:**

Contact Kaiser Baas Support line on 0800 302 306 or [helpdesk@kaiserbaas.com](mailto:helpdesk@kaiserbaas.com).

Operating hours is 9am – 5pm Australian (11am – 7pm NZT).