KAISER BAAS E-SCOOTER WARRANTY PROCESS NZ

WARRANTY PROCESS

Should a customer want to return an E-Scooter product in the first instance they will need to contact the Kaiser Baas Support Team.

Consumers can contact Kaiser Baas directly via the support page: <https://support.kaiserbaas.com> email: [helpdesk@kaiserbaas.com](mailto:helpdesk@kaiserbaas.com) or on the following support numbers:

**New Zealand  (11am - 7pm)**

0800 302 306

**Australia (9am-5 pm)**

1300 302 306

Where possible, the Kaiser Baas technical support team will attempt to problem solve and resolve any issue with the product. Kaiser Baas have a technical support page where customers can get information and further support: https://support.kaiserbaas.com/hc/en-us

Consumer Post Sales Support

Email Support: [helpdesk@kasierbaas.com](mailto:helpdesk@kasierbaas.com)

Facebook: <https://www.facebook.com/KaiserBaas/>   
Facebook Messenger messages are forwarded to our helpdesk

Web Support Page: [https://support.kaiserbaas.com](https://support.kaiserbaas.com/hc/en-us)

This includes the ability to raise a support request: <https://support.kaiserbaas.com/hc/en-us/requests/new> as well as chat

FAQs reviewed and updated regularly on our support page

How to Videos on our YouTube channel: <https://www.youtube.com/user/KaiserBaas>