MOOCHIES WARRANTY PROCESS NZ

WARRANTY PROCESS

# All Moochies products have a 1-year Manufacturer’s Warranty.

# Customer Support

For customers who have purchased a Moochies product and are experiencing issues with their device, please direct them to the Moochies website to work through the troubleshooting FAQs at **https://moochies.com/en-US/FAQ**.

If the customer is not successful in resolving their issue via the FAQs, they should be directed to contact Moochies directly. They can email Moochies customer support team via or message on live chat with all details of their issue and Moochies watch/ MyMoochies app account. The customer support centre operates 24/7.

Customer support email - [**help@moochies.com**](mailto:help@moochies.com)

Customer support live chat **-** [**www.moochies.com**](http://www.moochies.com/)

When emailing/messaging customer support, the customer should send as many details as possible regarding their watch/account such as phone number, IMEI, email address they used to set up their SIM/MyMoochies App and the problems they are experiencing with their device. Where the customer's issue cannot be resolved and a replacement watch will need to be provided, the Moochies customer support team will advise the customer to return the unit to the store where purchases for a refund or replacement.

# Store Support

Where a store requires assistance with general enquiries about the product, or if a customer is in store with an issue, stores can contact our sales support team at [**sales@moochies.com**](mailto:sales@moochies.com)Please note: These details are for store use only, not for customers, as this email support team is not manned 24/7.

# Returns Process

Once the customer (or store) has contacted Moochies to undergo diagnosis, if the unit is deemed faulty and within warranty period, please 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, barcode and IMEI or serial number.
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.