STM Warranty Process NZ

WARRANTY PROCESS

# All STM products have a minimum 1-year Manufacturer’s Warranty, bags have a lifetime Warranty.

Store staff must assess the product and confirm faulty (not user error). 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.

**Exclusions & Limitations**

You may not qualify for warranty replacement or repair if your bag or case is affected by accidental damage, misuse, improper care or alteration, animal attack, or the natural breakdown of materials that may occur after extended use of the product. This warranty also excludes claims for incidental or consequential loss.

If the product is found to be defective, STM’s only obligation and the purchaser’s sole and exclusive remedy is the repair or replacement of the STM product.

STM shall have no liability or responsibility to the purchaser or any other person. For any special, incidental, or consequential losses or damages caused or alleged to be caused directly or indirectly by the product.

<https://www.stmgoods.com.au/company/warranty/>