



LASER WARRANTY PROCESS NZ

WARRANTY PROCESS

**All LASER products have a minimum 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

You may not qualify for warranty replacement or repair if the product you're claiming 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, LASER's only obligation and the purchaser's sole and exclusive remedy is the repair or replacement of the LASER product.

LASER 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.laserco.com.au/warranty>

***Laser branded products have a 1yr warranty *Connect Smart Home products have a 2yr warranty
*NRG Vault have a 3yr warranty *NRG Vault have a 3yr warranty *GTEK and Connect HDMI cable
have a Lifetime warranty.**

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