



# NATIVE UNION WARRANTY PROCESS NZ

## WARRANTY PROCESS

**All Native Union products have a minimum 2 years Manufacturer's Warranty, our ultra-strength Charging Cables have a limited lifetime warranty\*.**

Store staff must assess the product and confirm faulty (not user error). If the product is faulty, like for like replacement or refund is applicable.

Submit the faulty unit claim **along with the below information** 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.

*Consolidation group to 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**

Our Warranty policy does not cover any repair or replacement costs for any damage to your device because of the use of any of our products. We also do not express or imply warranties of any kind whatsoever with respect to the product in terms of particular purpose, design, merchantability, condition, quality, or performance of our product. Native Union cannot be held liable for any indirect, incidental, or consequential losses arising from the use of its

products. The entire liability of Native Union and its suppliers shall be strictly and unequivocally limited to the price you paid for the product. You may not qualify for warranty replacement or repair if your item 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.

### **Limited Lifetime Warranty**

We're very pleased to offer 'Limited Lifetime Warranty' for our ultra-strength Charging Cables, so you can rest assured that your cable will stand the test of time and normal use. *Only cables purchased after March 2017 are covered by our Limited Lifetime Warranty.* You'll also see this by the 'Limited Lifetime Warranty' icon on the original packaging of your product.

Please note that our 'Limited Lifetime Warranty' is referring to the lifespan of the **product itself**, and not to the technology it may be associated with, as charging protocols and standards evolve constantly. Over time, products will naturally become worn and obsolete, and materials and parts will wear down (what we can classify as normal wear and tear). Products may also become irrelevant and/or unusable due to advances in technology.

Our 'Limited Lifetime Warranty' is therefore defined as the product will work over its reasonable lifespan the way it is supposed to under normal conditions and consumer use. With respect to this, we've determined that the reasonable lifespan of our Charging Cables that are subject to this extended warranty to 5 years from the date of your purchase of the product.

**Full warranty information** - <https://www.nativeunion.com/pages/detailed-limited-product-warranty>