



# WARRANTY CLAIM GUIDELINES

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## REQUEST A CLAIM FORM



Notify Customer Service of your claim by sending an email to [mail@mykita.com](mailto:mail@mykita.com) or phoning +49 30 2045 6645 on weekdays between 9.00 and 18.00 (CET).

Customer Service will email you a Claim Form for digital submission.

If you prefer to submit your claim via postal mail be sure to request the appropriate Claim Form with an address label from Customer Service.



## PREPARE YOUR CLAIM



Print the Claim Form.

Place the damaged frame or part in the designated area to make a photo that captures both frame and Claim Number.

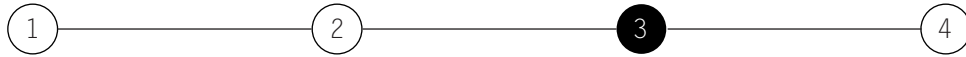
Make two to three further detail photos of the damaged area to make an evaluation possible.

Keep the frame until further notice.



## SUBMIT YOUR CLAIM

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### VIA EMAIL

Attach the relevant photos, plus proof of purchase/  
sales invoice and email your claim to:

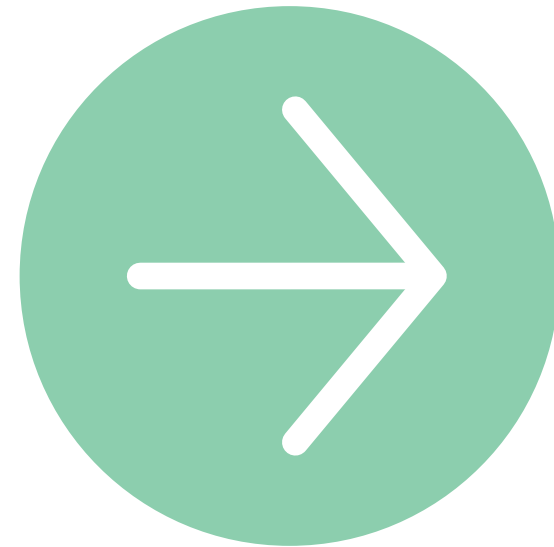
[claims@mykita.com](mailto:claims@mykita.com)

### VIA POSTAL MAIL

Enclose the completed Claim Form and a copy of the  
proof of purchase/sales invoice to the package with  
the damaged frame/part.

Ensure the address label from the Claim Form is  
attached and clearly visible on the outside of  
the shipment.

Please note: Shipments arriving without a visible  
Claim Number will be returned at the sender's  
expense.



## THE CLAIM EVALUATION



After emailing your claim you will soon receive notice of the evaluation.

If photos are not sufficient to make an evaluation the Quality Department might ask you to send the actual frame or part, also providing you with the necessary address label.

The Quality Department assesses all warranty claims to determine if it is a material/manufacturing defect or a case of improper handling.

In case of a material/manufacturing defect: the individual parts will be serviced, replaced or in irreparable cases an entirely new frame will be provided.

In case of no material/manufacturing defect (e.g. improper handling): replacement parts or frames can be ordered at your cost.



- The warranty period on the purchase of a MYKITA frame is one year. Upon presentation of the end-customer's receipt, MYKITA provides replacement or credit for frames sold to the end-customer in the last two years.
- Advise your customers to keep their personal invoice safe for the full two-year warranty period.
- Warranty extends to products with a material/manufacturing fault only.
- MYKITA still offers advanced ordering and shipping of replacement parts and frames at your cost. Provided your claim is accepted your account will be credited accordingly.

To provide you with greater transparency of the in-house process you will receive regular email updates on the status of your claim, including receipt confirmation of your warranty claim whether submitted by email or post.

For any remaining questions about the process or the warranty agreement, please contact Customer Service via email to [mail@mykita.com](mailto:mail@mykita.com) or by phone +49 30 2045 6645 on weekdays between 9.00 and 18.00 (CET).