

# CORDSTRAP CUSTOMERS

# WARRANTY POLICY

Thank you for purchasing Cordstrap products. We hope that you are satisfied with your purchase, however if you need to claim products within warranty, please note the following guidelines.

## POLICY

Cordstrap will accept any items for claim that are in the warranty period of 12 months for the product, purchased from the invoice date. In case of valid claims, Cordstrap will replace or repair the products or provide a credit note.

Cordstrap will not replace nor repair the product and/or provide a credit if the claim is over 12 months after invoice date.

You are obliged to inspect the product immediately and with due care for quality and quantity deviations and immediately notify Cordstrap in writing. In the event of a violation of the obligation to inspect and notify, the assertion of the warranty claims is excluded. You are responsible for proving that the delivery is defective or incomplete. In the event of defects, Cordstrap shall, at its discretion, warrant repair or replacement. To check for the existence of a defect, the defective products must be made available to Cordstrap free of charge by you. Obvious damage caused during the transport must be noted on the delivery receipt directly by the recipient upon acceptance of the products. A missing entry on the delivery document can lead to a rejection of the transport damage regulation.

## PRODUCT PERFORMANCE

If you observe your product delivered is incorrect, please highlight issue within 10 working days to Cordstrap sales after receipt to register a case. An investigation will be opened, and we will work with you to resolve the issue. In such case, receiver to ensure incoming inspection is performed immediately after receipt of shipment.

If you observe a quality deficient product and/or issue with product performance within 12 months after the invoice date, please contact Cordstrap sales to register case. An investigation will be opened, and we will work with you to resolve the issue.

It is necessary to share the following information to register a case such as item number, batch number, affected quantity, an image of the item box label, images of non-conformity, and, if possible, a video.

If shipping was arranged using your organization's own carrier, you will need to file a claim for any product damage directly with them. We would be happy to assist with any details required for you to do this.

## NON-CONFORMITY PRODUCT DISPOSAL PROCESS

Dispose of non-conformity items – We will respond after investigation & validation of non-conformity, with instructions on how to proceed with disposal of items. Depending on the situation, items will either be disposed of in the same country or will arrange to pick them up.

## PACKAGING

If you received incorrect product due to our error or damaged product using our contracted carriers or alter in product aesthetics within 10 working days after receipt, then Cordstrap will cover the cost to pick up and re-ship the material based on final resolution.

Cordstrap will arrange shipment with a carrier, unless specified otherwise by the customer.

## PROCEDURE

When you contact us on warranty product claims, we will provide you with a case number and start an investigation to determine the root cause of the failure. Samples may be requested from affected lot, free of charge by you, to analyze & validate the non-conformity, please mention case no. as reference outside the box/package. After samples are received and evaluated, the outcome will be shared before case closure.

## EXCLUSIONS

Items received with an expiration date with validity less than 2 months, if not notified within 10 working days after receipt of product are not eligible for claim.

## LIMITATION OF LIABILITY

Cordstrap is not liable for direct or indirect damages, direct or consequential losses. The liability of Cordstrap is limited to the amount of the purchase price.

**FOR MORE INFORMATION YOU CAN CONTACT US AT**

**e** [quality@cordstrap.com](mailto:quality@cordstrap.com)

[www.cordstrap.com](http://www.cordstrap.com)