

**Warranty Information for NZ Purchases  
(Petemarg Enterprises Ltd ceased as the NZ distributor as of 30<sup>th</sup> November 2017)**

**Warranty Policy**

As sometimes little defects or accidents occur, your Peppers sunglasses include an amazing lifetime warranty with no questions asked. We cover manufacturer defects for the life of your product. In order to process the warranty you must go through our corporate headquarters. The original store of purchase is not responsible for warranty claims. Replacement parts are not available for purchase. Peppers warranty does not cover lost or stolen glasses.

To place a warranty claim please send by email to: [inform@peppersusa.com](mailto:inform@peppersusa.com) the following to our warranty department:

**IF PURCHASED WITHIN THE PAST YEAR:**

1. Include the damaged sunglasses as an image
2. Model SKU code (as on left temple).
3. A completed Warranty Claim Form, found below.
4. A copy of your receipt from your original purchase. Claims will not be processed free of charge without a copy of the receipt. (If your glasses have already been sent in to the warranty department once, a \$25 processing fee is required for all further claims)

**FOR PURCHASES OVER 1 YEAR AGO (or if no valid proof of purchase can be located):**

Follow the above instructions except no receipt is necessary. Instead we require a \$25 replacement/handling fee per glass which can be sent in via check or money order made to "Peppers Performance Eyewear."

**Peppers Performance Eyewear  
ATTN: Warranty Dept.  
3001 Pulawski Way  
Pittsburgh, PA 15219**

Please do not hesitate to reach out if you have any questions.

**Peppers Eyewear Warranty Claim Form**

Name: Retailer \_\_\_\_\_ Customer: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

City: \_\_\_\_\_ Region: \_\_\_\_\_ Postal Code: \_\_\_\_\_

\*Second Choice Style: \_\_\_\_\_

\* We will do our best to send you back the same glasses you sent in but that is not always possible. We ask that you please visit [www.peppersusa.com](http://www.peppersusa.com) and select a second style from the same line/price point in case yours is not available.

Peppers is not responsible for sunglasses that are lost in the mail when being sent in for repair. We recommend using a traceable method when sending in your warranty. Failure to follow the above instructions will delay your claim.

[inform@peppersusa.com](mailto:inform@peppersusa.com)

Call: 1800-998-4786