

Retailer Warranty Procedure for Sunski

As many of you know Sunski sunglasses come with a lifetime warranty. No matter where the product is purchased the lifetime warranty is always valid and Sunski will stand behind the product. Because of this awesome warranty Sunski offers we want to make sure you are 100% aware of how to handle the warranty process in store. Please take a couple minutes to familiarize yourself with the steps below.

Busted or Scratched Lenses

Option 1:

- Have the customer get In-touch with us VIA our customer service email, hello@sunski.com, or go to sunski.com/lenskits.

Option 2:

- Use the code 'lensrefresh' to order a set of lens kits for the customer. Or you can give the code to the customer so they can order a pair on their own. This code allows you or the customer to purchase lenses for free. Retailers cannot replace lenses for customers that is something they have to do on their own.

Broken Frame or Hinge

Option 1:

- Have the customer get In-touch with us VIA our customer service email, hello@sunski.com or go to sunski.com/warranty.

Option 2:

- If you have a customer with a broken frame and they are adamant about getting a replacement pair through the store and you have that unit in stock please complete an exchange. Then send a request for a credit note to wholesale@sunski.com. Please make sure to include as much product and store information as possible.

Option 3:

- If the customer simply wants to return the product and it is not in resell-able condition accept the return and send a credit note request to wholesale@sunski.com. Please make sure to include as much product and store information as possible.

If you have any questions please feel free to email us at wholesale@sunski.com. Thank you for all the support!

Cheers,

Team Sunski