

# Shopbma One (1) Year Limited Warranty

## Warranty Policy and Claim Instructions

### Shopbma One (1) Year Limited Warranty<sup>1</sup>

Shopbma warrants its products against defects in material or workmanship for a period of one (1) year from the original date of purchase of the product by a consumer. Shopbma does not warrant against normal wear and tear, nor damage caused by accident or abuse. In addition, Shopbma does not warrant, and is not responsible for, any product made by anyone other than Shopbma. If a material or workmanship defect arises with regard to your Shopbma product, and a valid claim is received, Shopbma will, at its sole discretion, replace the warranted product with an equal or similar Shopbma product. When requesting a warranty replacement, Shopbma will require proof that the claim is valid. Shopbma requires you to send a photograph of your damaged product and your receipt for the purchase of the product in accordance to the Warranty Claim Instructions detailed below. Additionally, Shopbma, at its sole discretion, may require you to return your product for warranty coverage verification, and (or) provide such other proof to determine the validity of warranty coverage on your claim. Shopbma reserves the right to charge a shipping and handling fee in connection with the fulfillment of any valid claim.

### Warranty Claim Instructions<sup>1,2</sup>

#### STEP 1: Provide Your Product Info

(Option 1) Print and fill out the “Shopbma Warranty Claim Form”.

(Option 2) Place your damaged product and original purchase receipt on a white sheet of paper and provide the following info:

- Product name or case type
- Date of purchase and today’s date
- Your name, mailing address, e-mail address, phone number, and signature
- An arrow(s) to show the damage

#### STEP 2: Take A Photo

Take a photo of your completed sheet of paper or “Shopbma Warranty Claim Form”, including the full image of your damaged product and original purchase receipt. If you submit your warranty without a photo, your claim will not be processed.

#### STEP 3: Email Photo And Your Contact Info

Email the following information to [returns@Shopbma.com](mailto:returns@Shopbma.com) :

- The photo of your “Shopbma Warranty Claim Form” or completed sheet of paper (from Step 2).
- Your contact info, including your name, mailing address, and phone number must be included, or your claim will not be processed.

You will receive an email confirmation once your Shopbma Warranty Claim Form is reviewed. Eligible warranty claims will be processed within 5 business days.

**SHOPBMA WARRANTY CLAIM FORM: Required Product & Customer Information**

Product Name: \_\_\_\_\_ Your Name: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_ Your Signature: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ Product Purchase Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
City, State, Zip: \_\_\_\_\_ Phone Number: (\_\_\_\_) \_\_\_\_\_

Place Shopbma product here & draw an arrow to point out the defect.	Place original receipt here.
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Take a photo of this completed Claim Form, with your product and receipt in place, and email to [returns@shopbma.com](mailto:returns@shopbma.com)

Shopbma Warranty Claim Form

<sup>1</sup>Shopbma, at its sole discretion, may change all or portions of the Shopbma One (1) Year Limited Warranty and (or) the Warranty Claim Instructions without notice. <sup>2</sup>Warranty Claim Instructions shown here are for Shopbma end-user customers only.