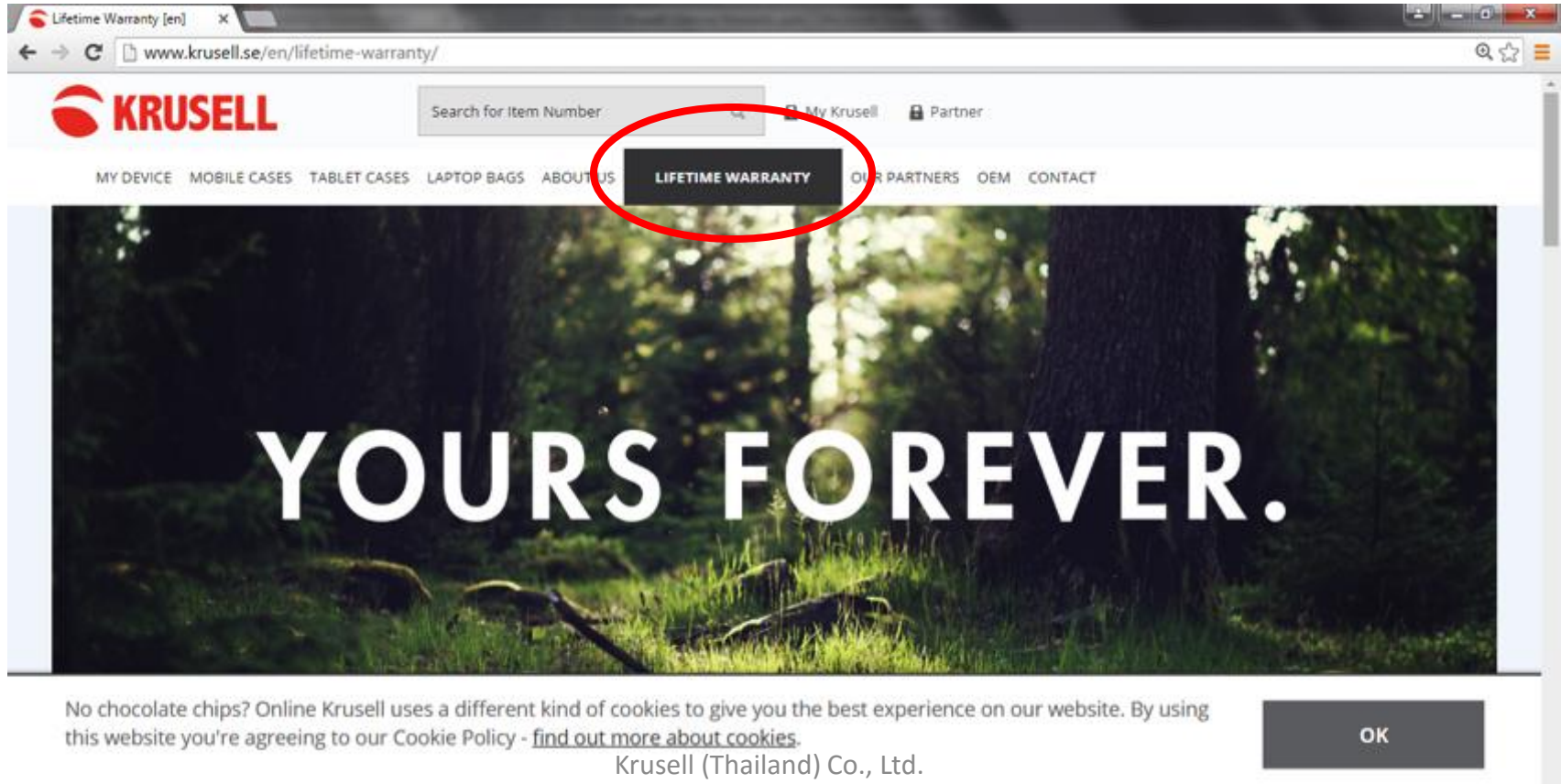


Krusell Lifetime Warranty End Consumer Claim Process

How to get lifetime warranty

Please go to our website www.kruseell.se/en/lifetime-warranty/ and read the instructions about if your product is covered or not.



Search for Item Number

My Krusell Partner

MY DEVICE MOBILE CASES TABLET CASES LAPTOP BAGS ABOUT US **LIFETIME WARRANTY** OUR PARTNERS OEM CONTACT

YOURS FOREVER.

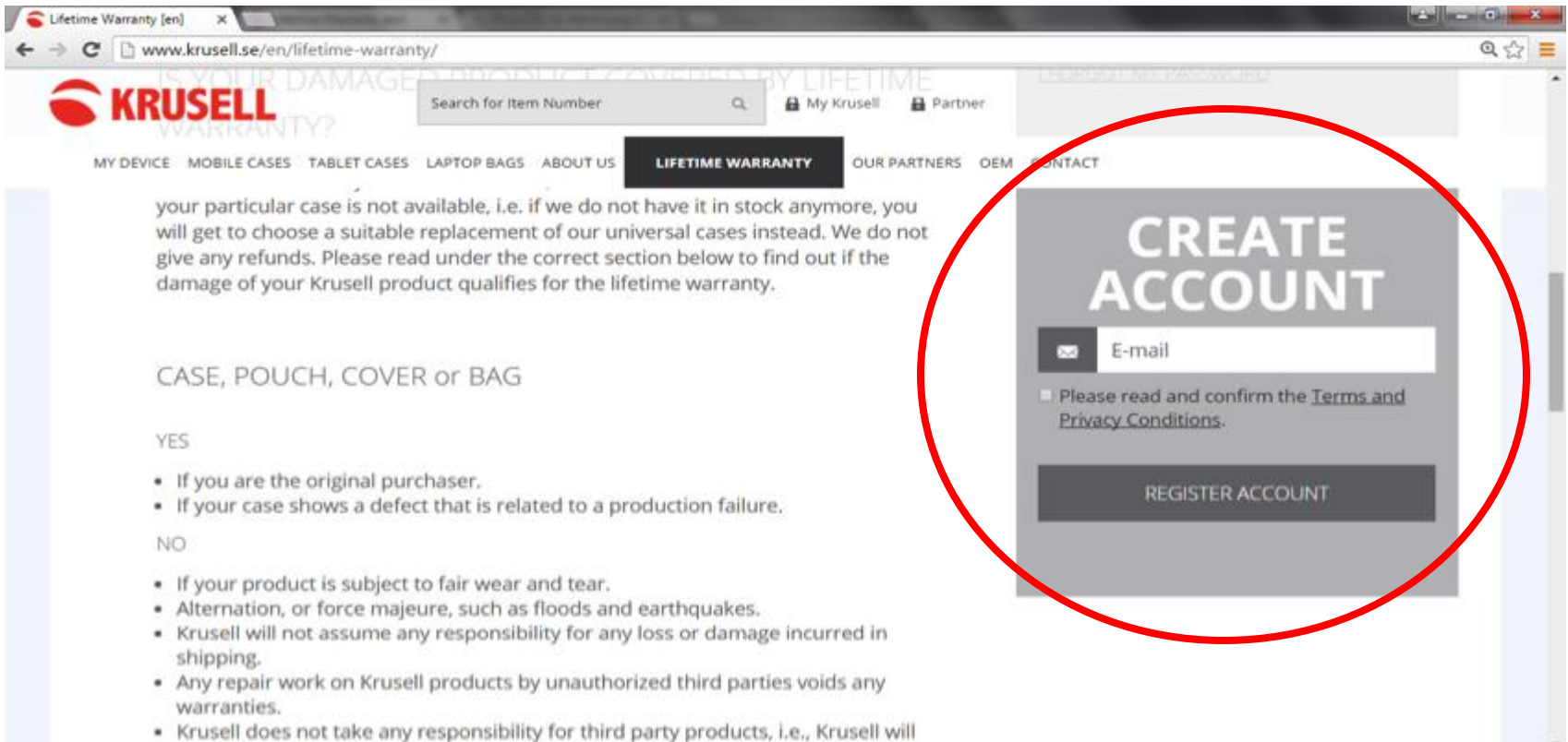
No chocolate chips? Online Krusell uses a different kind of cookies to give you the best experience on our website. By using this website you're agreeing to our Cookie Policy - [find out more about cookies](#).

OK

Krusell (Thailand) Co., Ltd.

How to get lifetime warranty

Step 1: Create your account.



The screenshot shows the Krusell website's 'Lifetime Warranty' page. The browser address bar displays 'www.krusell.se/en/lifetime-warranty/'. The page features a search bar, navigation links, and a 'CREATE ACCOUNT' form. The form is highlighted with a red circle and includes an 'E-mail' input field, a checkbox for 'Please read and confirm the Terms and Privacy Conditions', and a 'REGISTER ACCOUNT' button.

your particular case is not available, i.e. if we do not have it in stock anymore, you will get to choose a suitable replacement of our universal cases instead. We do not give any refunds. Please read under the correct section below to find out if the damage of your Krusell product qualifies for the lifetime warranty.

CASE, POUCH, COVER or BAG

YES

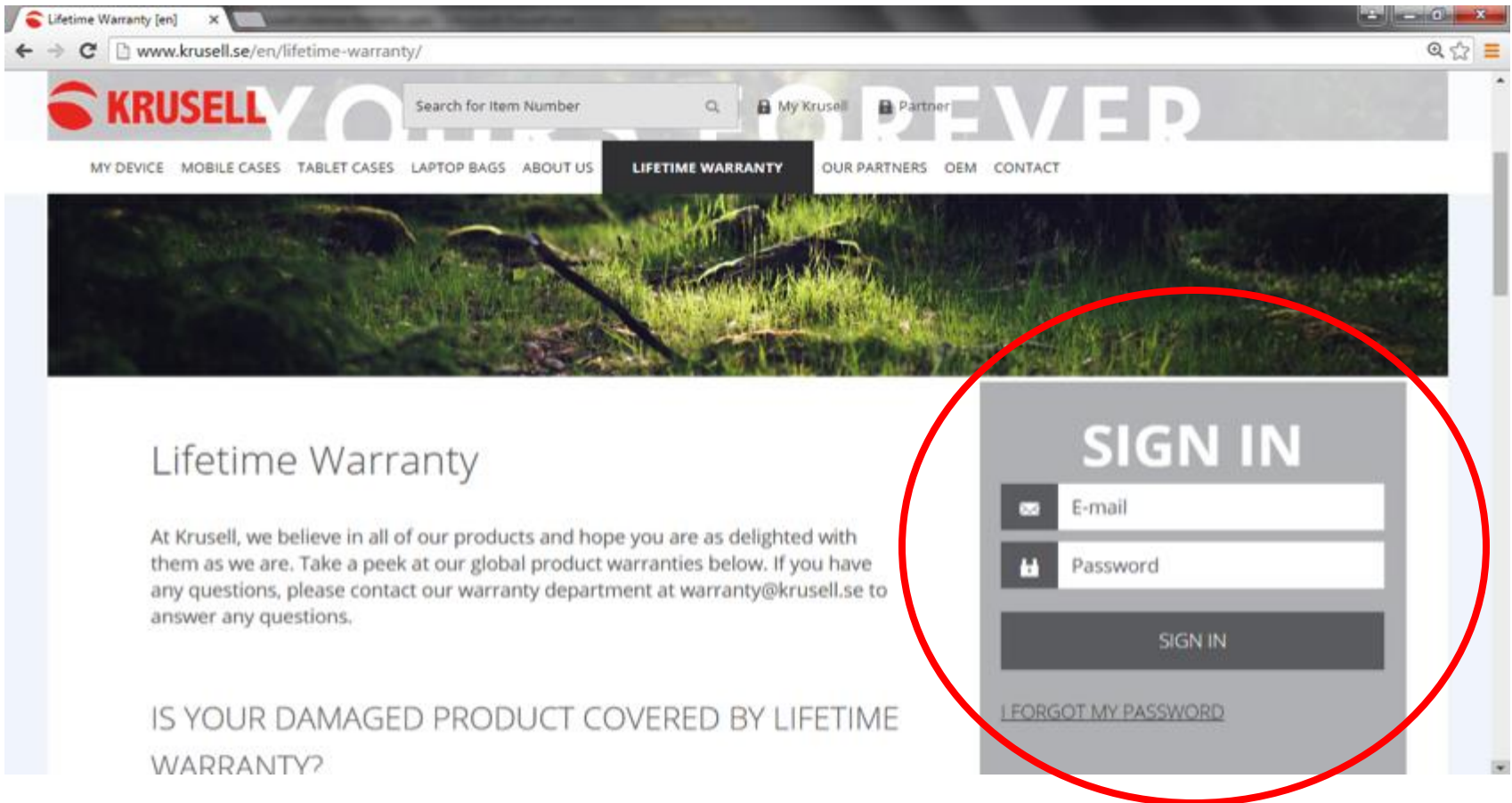
- If you are the original purchaser.
- If your case shows a defect that is related to a production failure.

NO

- If your product is subject to fair wear and tear.
- Alternation, or force majeure, such as floods and earthquakes.
- Krusell will not assume any responsibility for any loss or damage incurred in shipping.
- Any repair work on Krusell products by unauthorized third parties voids any warranties.
- Krusell does not take any responsibility for third party products, i.e., Krusell will

How to get lifetime warranty

Step 2: Sign In.

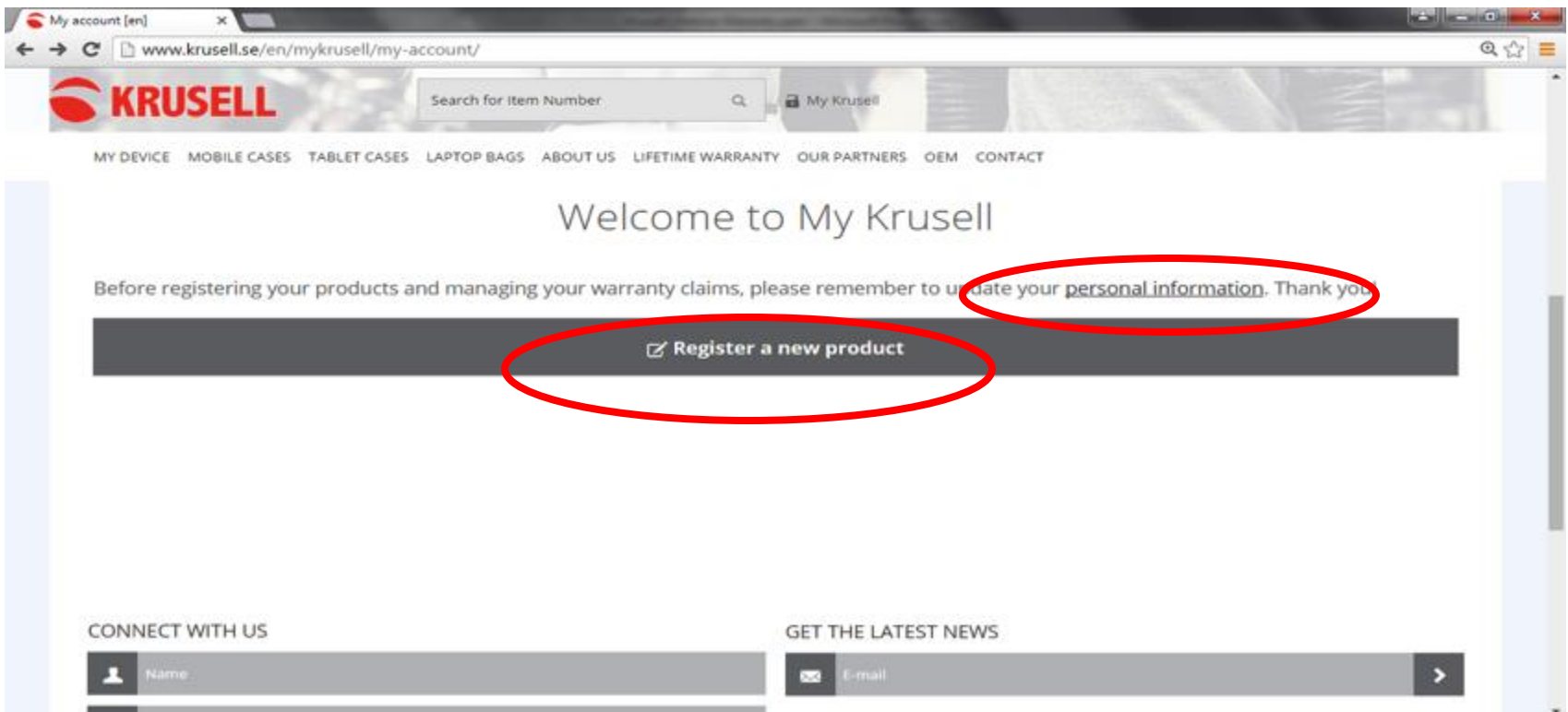


The screenshot shows the website www.krusell.se/en/lifetime-warranty/. The page features a navigation menu with options: MY DEVICE, MOBILE CASES, TABLET CASES, LAPTOP BAGS, ABOUT US, LIFETIME WARRANTY (highlighted), OUR PARTNERS, OEM, and CONTACT. Below the navigation is a large image of a forest floor. The main content area is titled "Lifetime Warranty" and includes the text: "At Krusell, we believe in all of our products and hope you are as delighted with them as we are. Take a peek at our global product warranties below. If you have any questions, please contact our warranty department at warranty@krusell.se to answer any questions." Below this text is the heading "IS YOUR DAMAGED PRODUCT COVERED BY LIFETIME WARRANTY?". On the right side of the page, a "SIGN IN" form is highlighted with a red circle. The form contains the following elements:

- SIGN IN** (Section Header)
- E-mail input field
- Password input field
- SIGN IN button
- [I FORGOT MY PASSWORD](#) link

How to get lifetime warranty

Step 3: Register new product and personal information.



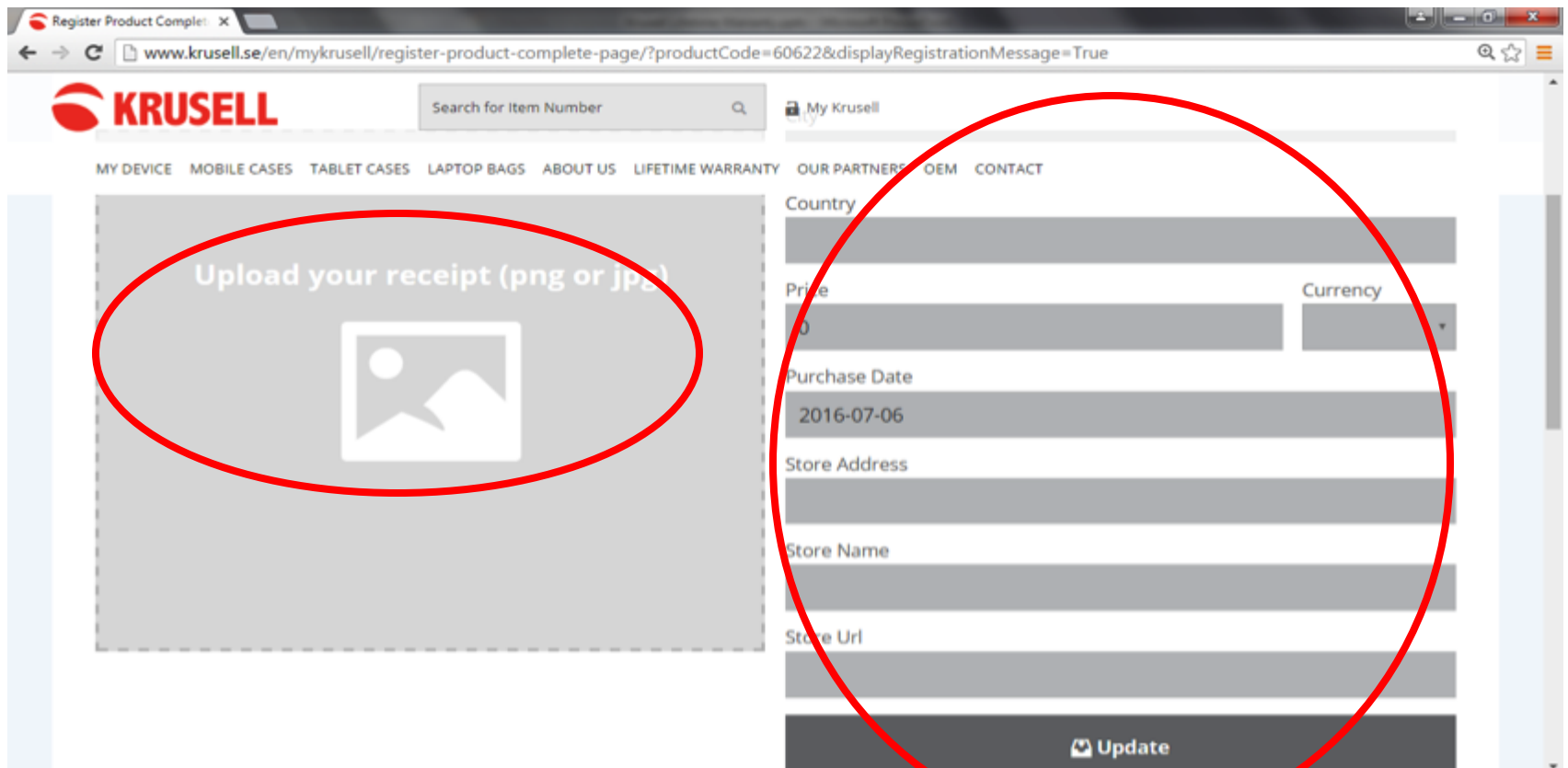
How to get lifetime warranty

Step 4: Enter the product registration code (sticker label) or item number (on the backside of packaging).

The screenshot shows the 'Registered Products' page on the Krusell website. The page has a search bar for 'Item Number' and a navigation menu. Two main sections are visible: 'Enter the registration code...' and '...or enter the item number'. The 'Registration Code' input field is circled in red, and the 'Item Number' input field is also circled in red. Below the 'Registration Code' section is a circular 'PRODUCT REGISTRATION' seal with a registration code of 12 asterisks. Below the 'Item Number' section are two barcode images and a QR code. A small inset image on the left shows the back of a Krusell case with a red arrow pointing to a small blue registration sticker. Another inset image on the right shows the back of a product box with a red circle around the registration code area.

How to get lifetime warranty

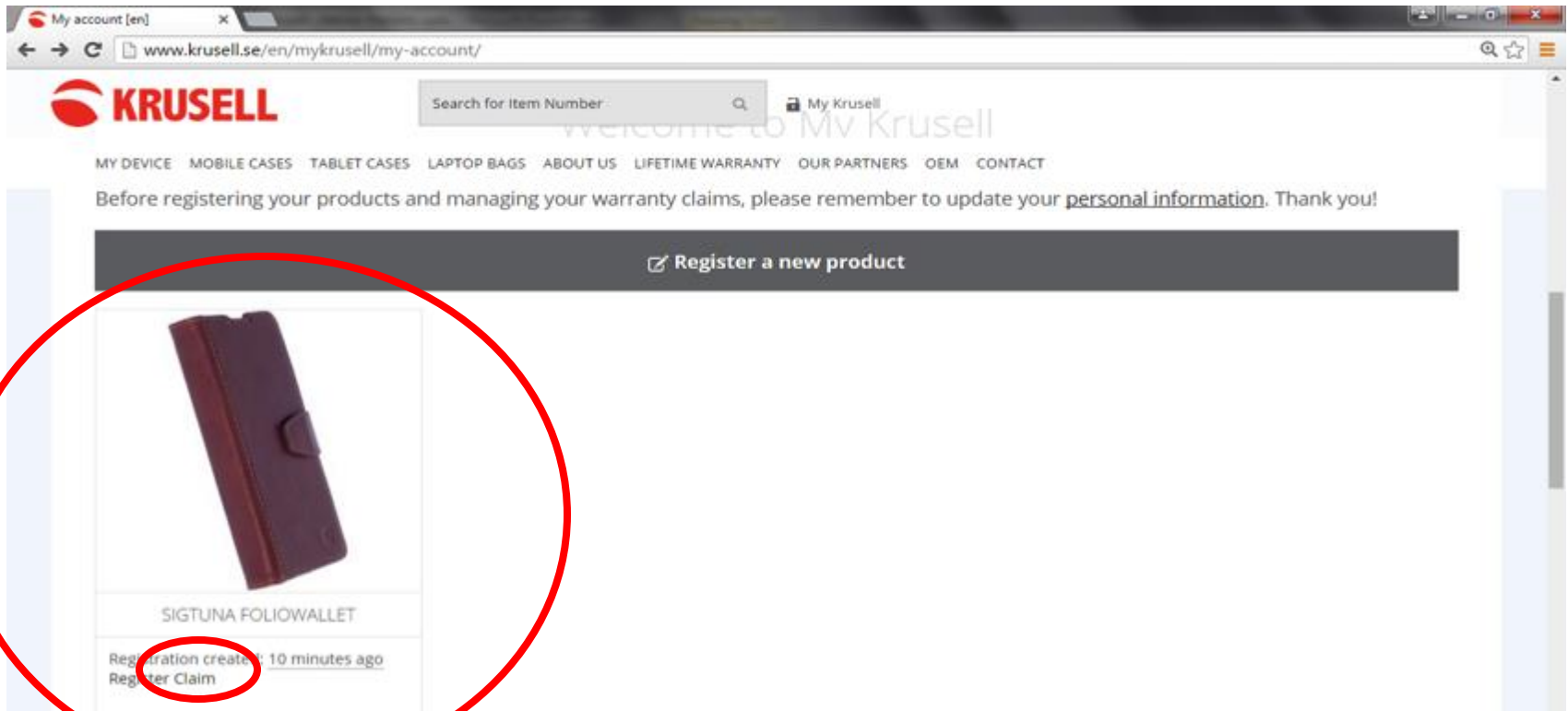
Step 5: Upload your purchase receipt and fill in your information then press Update to complete the registration.



The screenshot shows a web browser window with the URL www.krusell.se/en/mykrusell/register-product-complete-page/?productCode=60622&displayRegistrationMessage=True. The page features the Krusell logo and a search bar. A navigation menu includes links for MY DEVICE, MOBILE CASES, TABLET CASES, LAPTOP BAGS, ABOUT US, LIFETIME WARRANTY, OUR PARTNER, OEM, and CONTACT. The main content area is divided into two sections: a receipt upload area on the left and a registration form on the right. The upload area contains the text "Upload your receipt (png or jpg)" and a placeholder image icon. The registration form includes the following fields: Country, Price, Currency, Purchase Date (with the value 2016-07-06), Store Address, Store Name, and Store Url. A dark grey button labeled "Update" is located at the bottom of the form. A red circle is drawn around the "Update" button.

How to claim

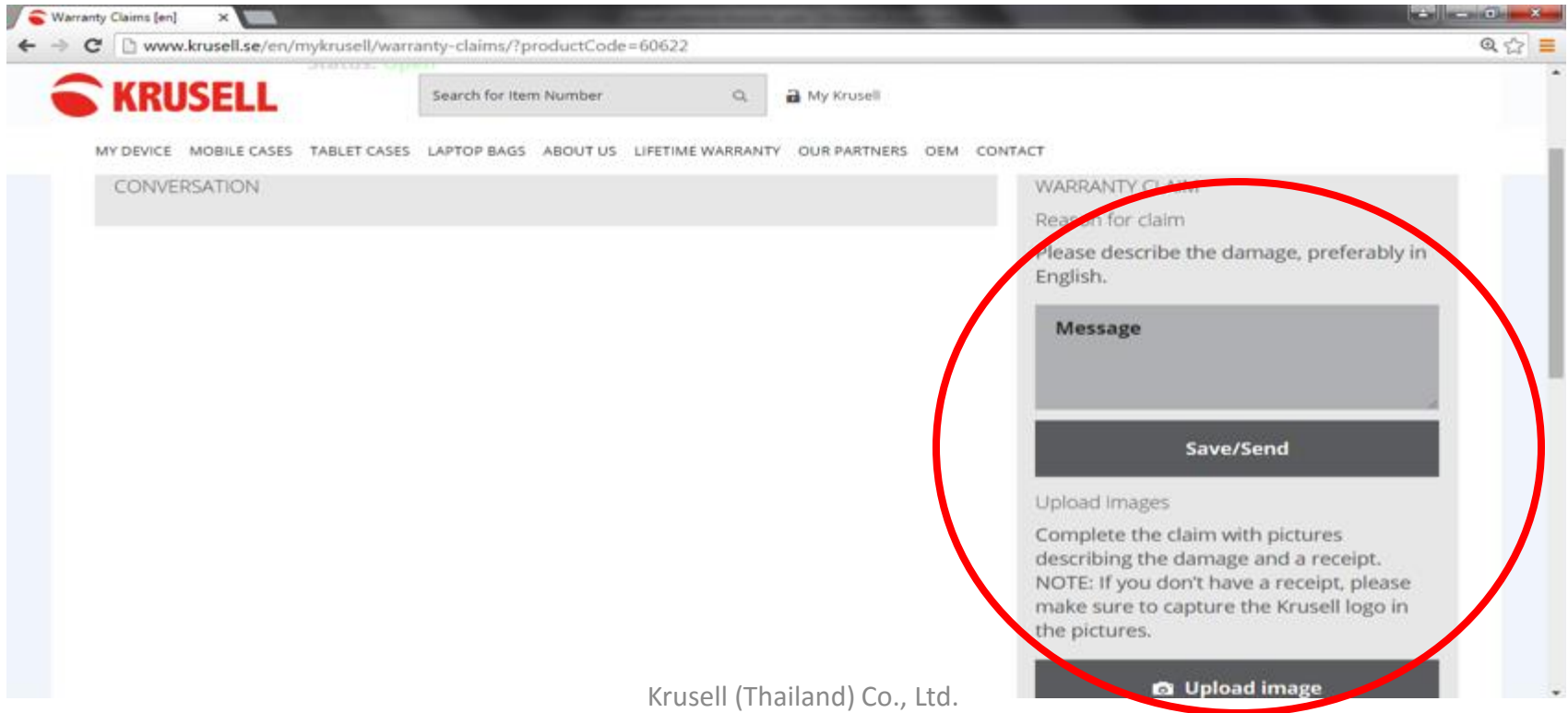
Step 1: Login. You will see the product that's already registered. Click Register Claim.



The screenshot shows the 'My account' page on the Krusell website. The browser address bar displays 'www.krusell.se/en/mykrusell/my-account/'. The page features the Krusell logo, a search bar, and a navigation menu with links for 'MY DEVICE', 'MOBILE CASES', 'TABLET CASES', 'LAPTOP BAGS', 'ABOUT US', 'LIFETIME WARRANTY', 'OUR PARTNERS', 'OEM', and 'CONTACT'. A message reads: 'Before registering your products and managing your warranty claims, please remember to update your personal information. Thank you!'. A dark grey button labeled 'Register a new product' is visible. Below it, a product card for 'SIGTUNA FOLIOWALLET' is shown, featuring an image of a dark purple wallet. The product card includes the text 'Registration created: 10 minutes ago' and a 'Register Claim' button, which is circled in red. A large red circle also encompasses the entire product card area.

How to claim

Step 2: Send the message and upload image of your damaged item.



How to claim

Step 3: Our team will investigate the claim and contact the customer to inform if the claim is approved or rejected. This process usually takes a few days to complete.

For approved claims, we will send a new product to the customer by mail.