

WARRANTY POLICY
LA RIQUEZA GLOBAL SHOP NZ

Effective Date: 30th June 2026

1. ABOUT THIS WARRANTY POLICY

1.1

This Warranty Policy sets out the terms, conditions, procedures, limitations, and exclusions applicable to warranty claims made in respect of goods purchased from La Riqueza Global Shop NZ (“we”, “us”, or “our”). This Warranty Policy forms part of, and should be read together with, our Terms and Conditions of Sale and our Shipping, Returns & Refunds Policy.

1.2

Nothing in this Warranty Policy is intended to exclude, restrict, modify, or limit any non-excludable rights, guarantees, remedies, or protections available to consumers under the Consumer Guarantees Act 1993, the Fair Trading Act 1986, or any other applicable New Zealand consumer protection legislation.

To the extent permitted by law, this Warranty Policy applies only to goods supplied by us and does not create any additional warranty, representation, or undertaking beyond those expressly stated in this document or required by applicable law.

Consumer Rights Disclaimer: Nothing in this Warranty Policy excludes, restricts, or modifies any non-excludable rights or remedies under New Zealand consumer protection law, including the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

Examples of consumer rights: Goods must be of acceptable quality, fit for their usual purpose, match their description or sample, be reasonably durable, and be supplied with any remedy required by law if those guarantees are not met, which may include repair, replacement, refund, or compensation for reasonably foreseeable loss.

2. DEFINITIONS

In this Warranty Policy, unless the context requires otherwise:

- a. **Customer** means any person or entity that purchases Goods from us.
- b. **Consumer** has the meaning given to that term under applicable New Zealand consumer protection law.
- c. **Goods** means any products, items, or goods supplied by us to a Customer.
- d. **Relevant Third Party** means any manufacturer, supplier, distributor, importer, authorised repairer, assessor, or other suitably qualified person involved in assessing or responding to a Warranty Claim.

- e. **Warranty Claim** means any claim, request, notice, or enquiry made by a Customer in relation to an alleged defect, failure, issue, statutory guarantee, manufacturer's warranty, or other warranty matter concerning the Goods.

3. CONSUMER GUARANTEES ACT

3.1

Where goods are supplied to consumers in New Zealand, those goods are supplied subject to statutory guarantees that cannot be excluded, restricted, or modified where the Consumer Guarantees Act 1993 applies.

3.2

If goods fail to comply with an applicable consumer guarantee, the customer may be entitled to one or more statutory remedies, including repair, replacement, refund, compensation for reasonably foreseeable loss, or any other remedy available under the Consumer Guarantees Act 1993.

3.3

Any manufacturer's warranty, express warranty, or voluntary warranty is in addition to, and does not replace, reduce, or limit, any statutory rights or remedies available under the Consumer Guarantees Act 1993.

4. MANUFACTURER WARRANTIES

4.1

Certain goods supplied by La Riqueza Global Shop NZ may be accompanied by a warranty issued by the relevant manufacturer, supplier, distributor, or importer.

4.2

Any such manufacturer's warranty is provided by the relevant manufacturer, supplier, distributor, or importer and is subject to that party's own warranty terms, conditions, exclusions, limitations, claim requirements, and assessment procedures.

4.3

Where a manufacturer's warranty applies, we may, where reasonably practicable and without assuming responsibility for the manufacturer's obligations, assist the customer to submit a claim or liaise with the manufacturer, supplier, distributor, or importer on the customer's behalf.

4.4

Warranty periods, coverage, exclusions, and claim procedures vary by product and manufacturer. Where applicable, details of the relevant manufacturer's warranty will generally be supplied with the goods, displayed with the product information, or made available upon reasonable request.

5. WHAT IS NOT COVERED

Subject always to applicable law and any non-excludable consumer guarantees, warranty coverage will not apply to any loss, damage, defect, failure, deterioration, or performance issue arising directly or indirectly from:

1. misuse, abuse, neglect, negligence, or abnormal use;
2. accidental, wilful, malicious, or intentional damage;
3. incorrect, improper, or unauthorised installation;
4. incorrect, incomplete, or improper assembly;
5. failure to follow any operating, care, storage, cleaning, assembly, installation, or maintenance instructions;
6. repairs, alterations, tampering, servicing, or modifications carried out by any unauthorised person;
7. fair wear and tear, ageing, fading, discolouration, fabric compression, surface marking, or deterioration from ordinary use;
8. minor cosmetic imperfections or cosmetic damage that does not materially affect the ordinary operation, safety, or functionality of the goods;
9. commercial, rental, trade, institutional, or industrial use where the goods are supplied or represented as suitable only for domestic or personal use; or
10. events outside our reasonable control or the manufacturer's reasonable control, including fire, flood, moisture, pests, power surges, impact, environmental conditions, or third-party acts or omissions.

6. MAKING A WARRANTY CLAIM

6.1

A customer wishing to make a warranty claim must notify our customer support team as soon as reasonably practicable after becoming aware of the relevant defect, failure, or issue.

6.2

Unless otherwise advised by us, the customer must provide sufficient information and evidence to enable the claim to be assessed, including:

1. the order number, invoice, receipt, or other satisfactory proof of purchase;
2. a clear description of the alleged defect, failure, or issue;
3. photographs, videos, or other supporting evidence where reasonably available; and
4. any other information reasonably required by us, the manufacturer, supplier, authorised repairer, or assessor to determine the claim.

6.3

The customer must not return any goods unless and until we have issued written return instructions, return authorisation, or other warranty claim directions.

6.4

Where reasonably required, the customer must make the goods available for inspection, testing, assessment, repair, or collection by us, the manufacturer, supplier, authorised repairer, or another suitably qualified person.

7. ASSESSMENT OF CLAIMS

7.1

Upon receipt of a warranty claim and any required supporting information, we will assess the claim or, where appropriate, refer the claim to the relevant manufacturer, supplier, authorised repairer, or assessor.

7.2

Assessment timeframes are not guaranteed and may vary depending on the nature of the goods, the alleged defect or failure, the availability of parts, the need for testing or inspection, and the involvement of any third-party manufacturer, supplier, repairer, or assessor.

7.3

We will use reasonable endeavours to keep the customer informed of material progress in relation to the warranty claim, but delays may occur where information, inspection, parts, manufacturer input, or third-party assessment is required.

8. AVAILABLE REMEDIES

8.1

If a warranty claim is accepted, the remedy offered will be determined having regard to the applicable law, the nature of the goods, the nature and seriousness of the defect or failure, the applicable manufacturer's warranty, and the circumstances of the claim. Available remedies may include:

1. repair of the goods;
2. replacement of the goods with the same or substantially equivalent goods;
3. supply of replacement parts;
4. refund of the purchase price paid for the relevant goods; or
5. any other remedy required or permitted under the Consumer Guarantees Act 1993 or any other applicable law.

8.2

Nothing in this section limits any remedy that is mandatory under applicable law. To the extent permitted by law, we may require goods to be returned, inspected, or assessed before any remedy is provided.

9. WARRANTY SHIPPING

9.1

Where a warranty claim is accepted and the goods are found to be faulty or otherwise covered by an applicable statutory guarantee or manufacturer's warranty, reasonable return shipping costs may be reimbursed where required by law or otherwise approved by us in writing.

9.2

The customer must retain and provide satisfactory proof of any shipping, freight, courier, or transport costs claimed in connection with an approved warranty claim.

10. LIMITATION OF THIS POLICY

10.1

This Warranty Policy is intended to describe our warranty procedures and the general operation of manufacturer and statutory warranty rights. It does not limit, exclude, or modify any rights or remedies that cannot lawfully be limited, excluded, or modified.

10.2

If any provision of this Warranty Policy is inconsistent with the Consumer Guarantees Act 1993, the Fair Trading Act 1986, or any other applicable New Zealand law, the relevant statutory provision will prevail to the extent of the inconsistency.

10.3

To the maximum extent permitted by law, we are not liable for any indirect, consequential, special, incidental, or punitive loss or damage arising out of or in connection with the goods, any warranty claim, or this Warranty Policy, except to the extent such liability cannot lawfully be excluded.

10.4

If any provision of this Warranty Policy is found to be invalid, unlawful, or unenforceable, that provision will be read down or severed to the minimum extent necessary, and the remaining provisions will continue in full force and effect.

10.5

This Warranty Policy is governed by the laws of New Zealand, and any dispute arising out of or in connection with this Warranty Policy will be dealt with in accordance with applicable New Zealand law.

11. CONTACT US

If you have any questions about this Warranty Policy or wish to make a warranty claim, please contact us:

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