



ABN:
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78 003 191 099
+61 2 4962 3511
warranty@lustyindustries.com
www.lustyindustries.com
PO BOX 89, Wickham NSW,
2293 Australia



Warranty Procedure & Claim Process

To ensure a prompt and efficient resolution to your warranty claim, please follow the procedure outlined below. This helps us verify the issue and provide the best possible support.

Step 1: Gather Required Documentation

To begin your claim, you must provide the following:

- **Original Proof of Purchase**
This must clearly show the date of purchase, the product name, and the authorised retailer or distributor.
- **Visual Evidence of the Issue**
 - Please include high-quality photos or videos of the damaged area/parts and the entire boots.
 - Ensure the images clearly show the damage
 - Please include images of the size label and lot number on the opposite side, at the top of the inside of the boots.
 - If submitting a video, include any operational issues in real time

Step 2: Submit Your Warranty Claim

Once you have gathered the required documents, please view our website

<https://www.lustyindustries.com/warranty>

1. Alternatively, you can email the documentation to: warranty@lustyindustries.com
2. Include a brief description of the issue, including:
 - When the issue started
 - Any circumstances that may have led to the failure
3. Include your full contact information:
 - Store
 - Contact Name

Step 3: Evaluation & Response

- Our warranty team will review your submission and endeavour to offer a timely resolution as promptly as possible.
- If additional information is needed, we will contact you directly.
- Once approved, we will:
 - Ship a replacement part/product, or



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- Provide further instructions for repair or return

Examples of acceptable photos/videos below:

