



ABN:  
TEL:  
EMAIL:  
WEB:  
POST:

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 or parts
  - If submitting a Dropper Post claim, we require the diameter, drop travel, serial number (located above the green actuator), and cartridge ID. (Example images below)
  - Ensure the images clearly show the damage and numbers required.
  - 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](mailto: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



ABN:  
TEL:  
EMAIL:  
WEB:  
POST:

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

- Provide further instructions for repair or return

## Warranty Periods

All require proof of purchase.

- Tellis V1 – 2 Years
- Tellis V2 – Limited Lifetime (Cartridge - Lifetime, Post – Manufactures Defects)
- Saddles – 1 Year
- All other components – 1 Year

Example Images

