

VivaMK Returns Process – Faulty / Damaged / Leaking items

VivaMK will do their utmost to ensure all products ordered are fit for purpose and received in satisfactory condition at all times. However, should you receive a product that you think is damaged, faulty or leaking, please email VivaMK within 24 hours of noticing the issue.

Please send an email to distributorreturns@vivamk.com with the following information:

- DIN Number
- Order Number
- Item Number
- Item Description
- Full description of the fault

Please ensure you include photos of the fault with the item. Without photographic evidence we will be unable to progress further with your claim.

VivaMK will respond to you within 3 working days of receipt of your email and will issue further instructions.

Please note, all VivaMK products are given 12 months warranty from the date of original invoice. Faulty items older than 6 weeks but within the 12 month guarantee will be replaced and not refunded. A refund will only be given if the product is no longer available.