



What is Herschel Supply's warranty policy?

We stand behind the quality of our products with the warranty that every Herschel Supply item is free of material and manufacturing defects. This warranty begins on the date of purchase and covers common and everyday use of our products for the duration of the original purchaser's lifetime. Herschel Supply's warranty is only valid on products purchased from authorized retailers. Amazon.com and select Amazon affiliates are the only **authorized retailers** of Herschel Supply products on Amazon.com.

The Luggage & Apparel Limited Warranty is valid for 5 years, beginning on the date of purchase from an **authorized** Herschel Supply retailer and subject to applicable laws. The warranty will immediately become void if the product is purchased from an unauthorized retailer. This Luggage & Apparel Limited Warranty does not cover misuse, neglect, accidents, abrasion, solvents or cleaning liquids, damage during transport or any modification to a Herschel Supply Luggage or Apparel item. To the extent that your Luggage was damaged during flight, transport or by any carrier, you must immediately report such damage directly to the transport operator or carrier, as this damage is not covered by the Luggage & Apparel Limited Warranty.

If you purchased your product from an authorized retailer:

1. Take photographs of the defect, the front of the product and the back of the product.
2. Submit the photos and acceptable proof of purchase to customerservice@herschel.com or through our online form, with Warranty in the subject line.

Due to seasonality of stock we cannot guarantee that customers will be able to purchase the same item that is the subject of their warranty claim.

Warranty-related gift cards cannot be combined with any other offer including promotions/discounts on our online store.

All warranty claims are dealt with as promptly as possible, with most claims completed within 5 business days. However, during peak retail seasons such as the Holidays and Back-To-School, warranty claims may take an additional 4 to 5 business days. We thank you for your patience.