WARRANTY POLICY

We stand behind our gear.
We work hard to manufacture high quality, reliable gear. When gear doesn't perform to our expectations, we want to know about it, and make it right for you.

Warranty Evaluation
To determine warranty eligibility we need to physically inspect a product in our repair center. Photos and detailed descriptions are helpful, but all final warranty determinations are made in person.

Covered
All Big Agnes products include a Limited Warranty against manufacturing or material defect for the lifetime of the product. Electronic products are covered for up to two years from date of purchase when returned with a receipt. Items must have been purchased through an authorized Big Agnes retailer or direct from Big Agnes. Items will be repaired or replaced at the discretion of Big Agnes. If a replacement product is not available credit will be given for the original purchase price when returned with a receipt. We do not warranty products damaged from normal wear and tear, alteration made by owner, misuse, accidents or damages caused by uses other than intended, or if not purchased through an authorized Big Agnes retailer.

Not Covered
We do not warranty products damaged from normal wear and tear, alteration made by owner, misuse, accidents or damages caused by uses other than intended. Items purchased at REI Garage Sales are not covered under warranty, but we will do our best to repair them for a fee.
We shall not be liable for any consequential or incidental damages of any kind. This includes, but is not limited to, damage or loss of other property because of defects in our products. Some states do not allow the exclusion of consequential damages, so the above exclusion may not apply to you.

What is Normal Wear and Tear?
Well-loved gear will develop battle scars from being out in the elements, and that is to be expected! When this happens, we will do everything in our power to refurbish and repair your gear to get you back out there. We do so as inexpensively as possible to encourage keeping gear alive rather than in a landfill.

Normal wear and tear includes things like UV damage, pole breakage, seam tape failure, fabric tears, and worn out zippers.