

WHAT IS COVERED UNDER WARRANTY?

Bags & Accessories

Herschel Supply Co offers a limited one-year warranty that guarantees all products to be free of defects in material and workmanship starting on the date of purchase from an authorized retailer.

Herschel Supply will replace any products found to be defective within the range of common and everyday use. Our warranty does not apply to damage caused by accidents and/or wear and tear.

Our only responsibility shall be limited to the refund or replacement of the defective product.

The limited one-year warranty only applies to products that have been purchased from authorized Herschel Supply retailers. All warranty claims must be accompanied by the original purchase receipt.

Warranty is automatically voided if any modification, change or alteration has been made to the product. Modification include but are not limited to embroidery or iron on patches.

When filing a warranty claim directly through Herschel Supply, please submit high quality photos and a clear description of the defect.

**Bags and Accessories includes: backpacks, duffles, luggage, messengers, totes, hip-packs, travel accessories, wallets and pouches, computer and iPad sleeves.*

Headwear

Herschel Supply Co offers a 30 day guarantee that all headwear be free of defects in material and workmanship starting on the date of purchase from an authorized retailer.

**Headwear includes: hats and beanies*

FILING A CLAIM IN CANADA OR THE UNITED STATES

If you are located in Canada or the United States, photographs of the defect are required. Once the photos of the defect are inspected and the warranty claim has been approved, we will issue the consumer a discount code to our online store for the corresponding monetary value of the item. The value of the discount code will be equivalent to the MSRP (manufacture suggested retail price). The discount code will only be valid for a single use and will expire one year from the date of issue.

Online purchases made directly through the Herschel Supply Co. online store are eligible for a refund if requested. Items purchased from authorized dealers are only eligible for product replacement through the Herschel Supply online store.

All warranty products must receive an RA number prior to receiving a credit for replacement.

INTERNATIONAL CLAIMS

If you are located outside of Canada or the United States, photos of the defect are required. Once these images have been inspected and a review of the defect description has been completed, we will forward the customer's claim to the corresponding Herschel Supply representative in the area to further assist with the claim.

REPAIRING AN ITEM

Currently, we do not have a repair facility available. However, if you do not wish to continue with a full warranty claim, you may have your item repaired by a third party at your own expense. Please note that Herschel Supply will not accept responsibility for the cost of the repair.

Here at Herschel Supply all warranty claims are dealt with as promptly as possible. Most claims are completed within 5 business days, however, during peak retail seasons such as Christmas and back to school, warranty claims may take an additional 4 – 5 business days. We thank you for your patience.

Contact: <http://www.herschelsupply.com/contact/>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.