

Warranty & Repairs

High Sierra bags are warranted to the original owner against defects in materials or workmanship under normal recreational use. If a warranted product fails due to a material or manufacturing defect, we will repair or replace the product at our option. This warranty does not include products with wheels, which have a 5-year warranty.

This warranty covers only defects in materials and workmanship. It does not cover normal wear and tear, accidents, normal fading, abuse, negligence and misuse or airline damage.

Please contact High Sierra Consumer Relations at 1-888-368-1304 or email at highsierra@casupport.com

Certain replacement parts are available through High Sierra Consumer Relations. Please contact 1-888-368-1304 or email at highsierra@casupport.com.

Contact Us

For questions regarding products, placing an order, or questions about an order already placed –

By Phone: 1-800-482-4828

By Email: questions@highsierra.com

Monday – Friday 9:00 AM – 5:00 PM EST

Please allow 24 hours

For questions regarding warranties, repairs or locating a store or dealer –

By Phone: 1-888-368-1304

Monday – Friday 9:00 AM – 6:00 PM EST

By Email: highsierra@casupport.com

Monday – Friday 9:00 AM – 6:00 PM EST

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.