

Warranty and FAQs, US and Canadian Customers

Your Travelon bag has been manufactured to provide you with years of trouble-free use. We stand behind the quality of materials and workmanship that have gone into the construction of your Travelon bag (carry-on bags, handbags, toiletry kits, waist packs, backpacks, and wallets) and warrant it to be free from defects in materials and workmanship for 5 years from the date of purchase under the conditions described in this limited warranty statement.

All other products (ex: travel accessories, waterproof, and packing items), including electronics, are warranted to be free from defects in materials and workmanship for 90 days from the date of purchase under the conditions described in this limited warranty statement.

This warranty is designed to protect you against defects in materials and workmanship only. Like any product, your Travelon product will wear over time with normal use. This warranty does not cover damage resulting from wear and tear, misuse (ex: overstuffing), neglect, abuse (ex: improper care- call us first or see our FAQs if you aren't sure how to clean it), alteration, attempted theft, or damage caused by airlines or common carriers (at least it wasn't lost.) Please also note we don't warranty your lock when you forget the combination. I hate when that happens but we don't have a master code once you change it from the factory code.

This warranty is limited to the retail value paid for the product. Travelon has the right to repair, replace (with the same or similar product), or provide credit up to the aforementioned value. This warranty is also limited to original purchases from authorized sellers of Travelon products. The value does not include shipping costs.

Travelon does not make any implied warranties of merchantability or use for a specific purpose nor does the limited warranty apply to incidental or consequential damages. This includes but is not limited to, personal injury, property damage, loss of personal items, replacement costs, loss of income, or identity theft costs. Some jurisdictions do not allow limitations on incidental or consequential damages nor the extent of an implied warranty, so the foregoing may not apply to you.

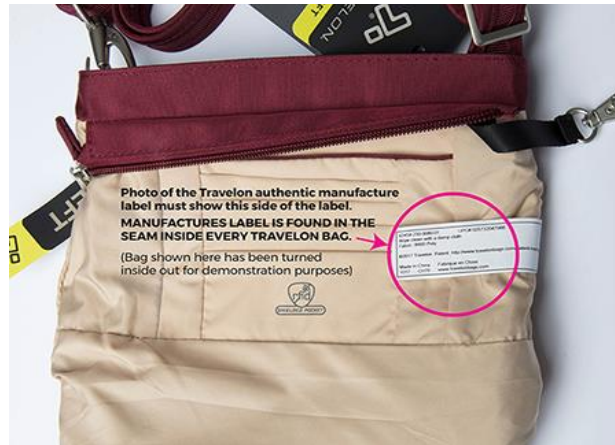
If in the unfortunate event you experience an applicable warranty issue:

Please contact the retailer the item was purchased from for their return policy as soon as possible. If you are not satisfied please do not hesitate to contact Travelon's friendly Customer Service experts at customerservice@travelonbags.com or 1-800-537-5544.

To process a warranty claim Travelon will kindly ask you to supply the following:

- 1) Name, Address, and Email
- 2) Photos of the issue (thank goodness for camera phones)
- 3) Proof of Purchase

- 4) Photo of the Travelon authentic manufacture label (will be in all items that are applicable for the 5-year bag warranty.) Please see FAQ for help locating.



Warranty for purchases made **OUTSIDE** the US or Canada

Contact the Company that sold you the Travelon product and review their warranty and return policy. Most international sellers have their own policy and your purchase would be covered under their policy. Travelon warrants your Travelon bag to be free of defects in workmanship or materials for one (1) year from the date of purchase. All other products, including electronics, are warranted to be free from defects in materials and workmanship for 90 days from the date of purchase.

If the product failure happened outside of the seller's normal warranty period and within the one (1) year Travelon Warranty Period, contact Travelon's Customer Service (customerservice@travelonbags.com). You will be asked to provide a dated proof of purchase and confirmation that the product is no longer covered by the seller's warranty.

Travelon will make every effort to replace the defective product with a similar product or a product of comparable retail value (at Travelon's discretion). If a replacement product is available, and wish to have it sent to an address outside the United States or Canada you will be responsible for the international shipping and handling costs.

This warranty is designed to protect you against defects in materials and workmanship only. Like any product, your Travelon product will wear over time with normal use. This warranty does not cover damage resulting from wear and tear, misuse, abuse, or damage caused by common carriers. Travelon does not make any implied warranties of merchantability, or use for a specific purpose nor does the limited warranty apply to incidental or consequential damages.

Website: <https://www.travelonbags.com>

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.