

Warranty & Returns

Two-year warranty

Every bag and pack is covered against defects in materials and workmanship for two years from the date of purchase. Keep your order confirmation: it is your proof of purchase.

What is not covered

Normal wear, damage from accidents or misuse, and changes made after purchase are not covered.

30-day returns

Unused items in their original packaging can be returned within 30 days. Start a return from My Orders in your account.

Repairs

Send the item with a short description of the problem. We repair or replace it and ship it back free of charge.

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