

Alaska Guide Creations - Warranty, Return, and Exchange Form



At Alaska Guide Creations, we are proudly made in the USA and stand behind our products and service.

The Alaska Tough Warranty Program works as follows:

1. You ship us the product in question along with the completed warranty form. No warranty requests will be accepted that are not accompanied by a completed warranty form.
2. Upon receipt of the item, we will evaluate it for workmanship issues, normal wear and tear, and compare that to the purchase date of the product. After evaluation, the determination of whether the item will be repaired or replaced will be made at the sole discretion of AGC.
3. In the event that it is determined the item has exceeded its useful life, a code for partial credit towards a future purchase from AGC will be issued. If this is the determination made by AGC, there will not be the option for the damage pack to be returned.
4. This warranty covers all AGC Binopacks, Holsters, In-Line Accessory Adapters, Rangefinder Pouches, and Backpacks.
5. By sending an item in through the Warranty Program, the customer agrees to proceed with any determination made by AGC.

Our commitment to our customers is that we work with them through any issues they encounter reasonably and strive give them a positive customer experience.

Notice:

Game Bag Kits and Individual Game Bags are not covered by this warranty. They are covered for 1 year from the date of purchase against manufacturer defects. Damage to Game Bags from normal wear and tear or misuse are not covered by our warranty. Our warranty does not cover loss, theft, deliberate damage or cosmetic damage that does not hinder the performance of the product. Repair and return times vary depending on current volumes and availability of product.

PLEASE FOLLOW THE INSTRUCTIONS BELOW:

1. Fill out the form to below including all required information, print, and include a copy in the shipment. Please include a copy of the Proof of Purchase if not purchased from AGC.
2. Your order number is required if you are returning or exchanging a product. Please fill in the place of purchase if the order number is not available. Proof of purchase in the form of a receipt from an authorized dealer is required for all warranty submissions.

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3. Once we receive your request, we will contact you confirming the return or let you know if more information is required.

4. Upon authorization of your return, please send the item(s) back to us at the following address via the United States Postal Service:

Alaska Guide Creations
ATTN: Returns
PO Box 26
Price, UT 84501

Required Information:

First Name: _____ Last Name: _____

Phone: _____ Email: _____

Address: _____

Description of item(s) returning and the description of the issue:

All Returns for Refund and Exchanges Require AGC Order Number. For returns and exchanges, the product must be in new condition with original packaging and tags intact and attached.

All Warranty submissions require either an AGC Order Number or Proof of Purchase from and Authorized AGC Dealer.

By sending an item in through the Warranty Program, the customer agrees to proceed with any determination made by AGC.

AGC Order Number: _____

If purchased from Authorized Dealer, Proof Of Purchase is required. Please include a copy of your receipt that shows place of purchase, purchase date, purchase price, and product model.

Place of Purchase: _____

Purchase Date: _____

Purchase Price: _____