

Response Bags Warranty Policy



MERET

MERET focuses on designing products that meet the rigorous demands you encounter when saving lives. Our design philosophy centers on the basics of organization, functionality, ergonomics, and rapid response. Our quality requirements far exceed industry standards so our response bags will not fail when you need them most. Our constant dedication to superior design, quality, and craftsmanship, backed by a solid warranty has gained us countless loyal customers and an exemplary reputation for producing reliable, innovative response gear. We proudly stand behind our commitment to excellence and we guarantee our products will function for a lifetime under our MERET for Life (M4L) Warranty Policy. **MERET will repair free of charge any defect in our product – whether it is has been in service for 1 year or 20. MERET warrants that all MERET response bags will be free from defects in material and workmanship for the lifetime of the product.**

Warranty FAQ's:

My response bag needs to be repaired under the MERET warranty. What do I need to do?

If you live in the United States* and need a repair on your MERET response bag, please call our Returns Department toll free at 877.222.0200. You will have the option of returning the bag for repair or you can RENEW IT (see below) and receive a brand new bag. We will provide you shipping instructions along with a Returns Goods Authorization (RGA) Number. Returns will NOT be accepted without an RGA number. If you live outside the United States, please call 714.259.4700 to locate the nearest overseas MERET Distributor to assist you.

What is RENEW IT?

MERET will gladly repair any qualified warranty claim however we will also give you the option to upgrade your bag to a new bag at a significant discount. You will be required to return your damaged bag at your expense. Upon confirmation of the warranty claim and payment, we will ship you the latest version of your bag. Call 877.222.0200 for more details.

How long will my warranty repair take?

We make every effort to return your response bag within two weeks from the day it arrives at our facility in Santa Ana, California. If you have a specific date that you need your response bag back, please let us know when requesting your RGA number. We will do our best to meet your deadline.

What if my response bag is dirty or may contain pathogens?

When we receive a response bag that is too dirty, odiferous, or appears to have contaminants from on-scene calls, we are restricted by law from repairing it. Your bag must also not contain any equipment (sharps etc.) when you return it. If your response bag is not clean, we will return it to you unrepared. To clean your bag we suggest soaking it in a bathtub or large sink using a mild detergent or any emergency services approved decon cleansing solution and warm water. Agitate the bag gently and then rinse thoroughly. Hang the bag to dry outdoors or in a well ventilated area out of direct sunlight. Do not send any bag that is damp or wet. We will not be able to repair any wet or damp bags.

Who pays for shipping cost for a warranty claim?

You are only responsible for the charges to ship the product to MERET. Please use a method of shipping that provides a tracking number. MERET cannot be responsible for response bags that have not been received by our shipping department and we cannot verify receipt of the bag unless you provide tracking information. We will pay the shipping charges to return your response bag via UPS. Please call us at 877.222.0200 to notify us that you are using an expedited shipping method.

Do I need to be the original owner of my MERET response bag for a warranty claim?

No – If you own a MERET response bag that needs to be repaired we will repair or replace it.

So what's NOT covered under the M4L response bag warranty?

Third Party Repairs or Replacements: You must send your response bag to MERET to take advantage of the MERET Warranty. We do not cover costs incurred via third party repairs or replacements.

Damage caused by accident or abuse, cosmetic wear and tear: Any reasonable aging or wear and tear of your response bag that affects the appearance of your response bag. **Be proud of those scars!**