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HERSCHEL SUPPLY LIMITED LIFETIME WARRANTY POLICY AND PROCEDURE

At Herschel Supply, we stand behind the quality of our bags, hardshell luggage and accessories.

Our Limited Lifetime Warranty guarantees that every Herschel Supply product is free of material and manufacturing defects.

Valid for the duration of the original purchaser's lifetime, our warranty begins on the date the item was purchased and is subject to applicable laws. Please note that our Apparel and Softshell Luggage Limited Warranty is valid for **five years**.

**Softshell luggage is defined as any soft-fabric product with wheels and/or a retractable trolley handle. Apparel is defined as any clothing item, including jackets, hats, pants, hoodies, sweaters and fleece.*

For customers making claims on products with material or manufacturing defects, sales associates must ensure purchases are made from an **authorized Herschel Supply retailer** and are accompanied by an acceptable proof of purchase. If products are purchased from an unauthorized retailer, the warranty should immediately be void.

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MAKING A CUSTOMER CLAIM

To help a customer make a claim, the best course of action is to direct them to our warranty portal page on the Herschel Supply website.

Here, customers can access frequently asked questions and get in touch with a Herschel Supply customer service representative directly by accessing our live chat feature and/or submitting a claim through the form on the site.

To submit a claim, customers must provide an acceptable proof of purchase along with photographs of:

- The defect(s)
- The front and back of the product
- The interior striped lining



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WHAT'S COVERED, WHAT'S NOT

Refer to the section below to learn more about product defects covered by our Limited Lifetime Warranty.

We Cover:

Material or manufacturing defects and will replace or repair the item at our discretion, this includes:

- Stitching defects on straps, handles, seams, zippers and wallets.
- Stains, marks and/or odors caused by production or shipping.
- Zipper defects, including missing zipper teeth, split zippers, zippers detached from stitching.
- Closure defects, including detached magnetic closures, damaged drawcords and detached drawcord grommets.
- Detached snap closures.
- Broken ladder locks.
- Defective or detached luggage wheels.

We Don't Cover:

- General wear and tear. This includes the breakdown of colors and materials and is **not** considered a material or manufacturing defect.
 - *Other examples of general wear and tear are: yellowing of waterproof zippers, cotton pilling, material defects caused by use or wearing, color fading, color bleeding and the cracking or peeling of synthetic leather.*
- Damages caused by misuse or neglect of products, accidents or abrasions.
- Damages caused by solvents or cleaning liquids.
- Modifications made to a customer's Herschel Supply product(s).

- Loss or damage costs resulting from the use or loss of Herschel Supply products.
- Damage during transport.

If a product was damaged during flight, transport or by a carrier, the customer must report this to the transport operator or carrier directly.

- We reserve the right to reject claims we believe to be fake or fraudulent in violation of our Terms of Use. This includes intentional damage to products, duplicate claims and/or counterfeit products.



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HERSCHEL HERITAGE™ HARDSHELL LUGGAGE 100 DAY TRIAL

We built our luggage for a lifetime of travel, backed by our signature Lifetime Warranty. Our 100 Day Trial policy gives you time to make sure it's perfect for all the trips you're taking. Not quite right for you? No problem — just file a return within 100 days of receiving your luggage.

Refunds will be issued to the original method of payment. Customers are responsible for all shipping expenses on the return of Herschel Supply product.

Please note that we cannot accept returns on luggage in an unsellable condition. Our 100 Day Trial policy is void if your luggage has been used in transit.

