



WARRANTY AND REPAIR FORM

THE RED OXX "NO BULL" LIFETIME WARRANTY
PROUDLY HAND CRAFTED IN AMERICA

If you should experience a defect, in either materials or workmanship, or unexpected damage to your product, Red Oxx will repair or replace the product. **Please note the warranty process below.** Then fill out this form and include it in the box with your product.

- ▶ **Upon receipt, products will be inspected, repaired and shipped back to you within 90 days of inspection.** Tracking will be delivered via Carrier Service when your repair ships out.
- ▶ **While rare, if our Warranty Inspection Team determines your product to be non-repairable, we will issue a warranty replacement one time at no cost.**
- ▶ **Warranty Repair services are always free of charge. However, customers are responsible for covering costs associated with shipping. You will receive an invoice for return shipping via email when your bag is processed in for repairs.**
- ▶ **Clean and dry your bag before shipment. Dirt and debris can damage our equipment during the repair process or trigger allergies to the good folks working on your gear. For instructions on how to clean your bag, visit: [How to clean your bag](#)**
- ▶ Red Oxx is not responsible for personal items included with the product, such as tools, keys, etc. Be sure to remove your "treasures" before shipping.
- ▶ A cleaning fee of \$50.00 will be billed for bags determined to be unfit for use on our equipment.
- ▶ **DO NOT CLEAN YOUR BAG IN A WASHING MACHINE OR DRYER.** This could void your warranty and destroy the coated lining and cause it to flake, not to mention the damage that hardware could inflict on your machine.

Red Oxx Product(s) Name _____

REPAIRS REQUESTED Please type in your repair request before printing the form out.

YOUR RETURN ADDRESS

Name _____ Address _____

City _____ State/Prov. _____ Country _____ ZIP _____

Telephone _____ E-mail _____

If you need assistance with the warranty process please call us toll free at **1-888-733-6999** or email us at info@redoxx.com

From:

TO:

Red Oxx Mfg. [ATTN: WARRANTY]
310 North 13th St.
Billings, MT 59101
USA