



# 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 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.
- ▶ Preserving the structural integrity of our products is paramount to us. While we ensure repairs to maintain functionality, it's important to note that the repaired bags might not retain their original aesthetic entirely. For instance, small holes may be discreetly covered with patches or darns. However, please understand that stains, of any nature, unfortunately cannot be completely removed.
- ▶ **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.**
- ▶ **PLEASE MAKE SURE YOU CLEAN YOUR GEAR BEFORE SENDING IT IN, OR IT WILL BE RETURNED TO YOU UN-REPAIRED.** For instructions on how to clean your bag, visit: [How to clean your bag](#)
- ▶ **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 is not responsible for personal items included with the product, such as tools, keys, etc. Be sure to remove your "treasures" before shipping.

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@redox.com](mailto:info@redox.com)

From:

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TO:

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