

CONCERNING PRODUCT DAMAGE

If you find a defect in the product before you use it, return it to the place of purchase or call 100-Spray Customer service line.

To get the product repaired, email Help@sprayground.com or call 844-SPRAYGROUND

When returning the product for repair or refund, check that you have left nothing in the case. We are not responsible for any items left inside the product when returned.

Claims concerning damage after check-in should be addressed to the airline, we will not accept these claims. Contact the airline immediately after retrieving damaged bags.

Claims made after returning home may be rejected.

Purchasers of travel insurance who find their suitcase damaged (excluding scratches, soiling or intentional damages) should consult the insurance company.

Please keep your purchase receipt, as it is needed when returning or repairing your luggage

A product that has been discarded within this limited warranty period cannot be returned or refunded.

LIMITED LIFETIME WARRANTY

Sprayground products are rigorously tested to ensure that the travel products you trust meet stringent standards. Consequently, if a problem occurs with this Sprayground luggage and the problem is caused by manufacturing defects in material and workmanship, Sprayground will, in its discretion, either fix or replace the luggage in accordance with the warranty terms and conditions stated herein. The warranty provided for herein applies only to the first purchaser or gift recipient of the luggage for a period of one year starting from the date this luggage was purchased. This warranty covers only manufacturing defects and does not cover any damage caused by misuse such as transportation of unusual items, neglect, accidents, abrasion, exposure to extreme temperatures, solvents, acids, water, normal wear and tear or transport damage. The warranty provided herein is limited to the value of the Product. Manufacturing specifications are subject to change without notice.

TSA locks are intended only to prevent accidental opening and cannot necessarily prevent theft of the Product or its contents, breakage or entry by airline or airport personnel or governmental authorities. Inspect your Product immediately after handling by anyone other than you. If damaged in transit, submit a claim to the transit company which is insured against damaging your product at the place of arrival, if possible, before clearing customs.