



WARRANTY POLICY

Quality Guarantee Policy:

Case Logic is dedicated to providing quality products. Every product is quality tested and is guaranteed for the term reflected on its packaging against defects in materials and workmanship. Our quality guarantee applies only when products have been put to the use intended by Case Logic and specifically excludes defects from misuse, use beyond a product's intended purpose or coincidental or consequential damage. This warranty specifically excludes damages to items stored or carried in Case Logic products.

Guarantee Durations by product type:

25 Year Quality Guarantee*

- All media products (except leather products and media storage racks)
- All computer cases (except wheeled products and computer accessories)
- All automotive products (except rooftop products)
- All photo/video products (excluding universal pockets)
- Backpacks

10 Year Quality Guarantee*

- All luggage products

5 Year Quality Guarantee*

- All wheeled laptop cases

2 Year Quality Guarantee*

- All computer accessory products
- All leather products

- All rooftop products
- All home organization products
- All garage products
- All garden products
- All music storage racks
- Produced under license in United States market
- Cosmetic bags
- Soft travel cases in styles not sold by Licensor as of the date of this Agreement
- Universal pockets
- Work/function/lifestyle totes
- Women's wallets
- Children's camera cases
- Men's products
- All Toiletries cases (produced under license in United States market)
- All products marketed to men including, among other things, small leather goods (both natural and man-made)
- All functional wallets

* Please refer to original packaging for Case Logic's Quality Guarantee duration or contact your regional Case Logic office to verify the correct duration of a guarantee. For any products not listed above, contact your regional Case Logic office for Guarantee term confirmation.

Returns Policy

If you are not completely satisfied with your purchase; you may return it to the original place of purchase within 30 days of the purchase date for a refund or replacement.

Quality Guarantee Claims

Case Logic fully complies with all applicable European and national rules and regulations regarding the sale of consumer goods and associated guarantees and this Quality Guarantee does not in any way affect the rights you may enjoy as a consumer under the national legislation applicable to your sale agreement with Case Logic.

In case of a defective product, we will if reasonably possible repair or replace it at no additional costs to you. In the event such a repair or replacement is not possible or reasonable, we will provide you with a partial (if you decide to retain the defective product) or full refund (upon return of the defective product to Case Logic).

Please contact your regional Case Logic office for parts replacements or warranty claims:

Brazil

For guarantees in Brazil, please fill out the form on this [link](#).

Latin America

For guarantees in Latin America, please fill out the form on this [link](#).

United States & Canada

2420 Trade Centre Avenue, Ste. A

Longmont, CO 80503

(303) 652-1000

1-800-925-8111

To submit a warranty request via email, please fill out our [Warranty Request Form](#) and email it to us.

Europe, Middle East, Africa

Avenue Jean Monnet 4

1348 Louvain-la-Neuve

Belgium

32 81 62 60 60

support@caselogic.zendesk.com

If you have any questions, please let us know by using the [Contact Us form](#).

Asia/Pacific

Suite 1278 12th Floor, KITEC, 1 Trademart Drive

Kowloon Bay, Hong Kong

852 2758 3013