

ONE (TWO*) - YEAR LIMITED WARRANTY

***SUBPAC IS NOW OFFERING A SPECIAL TWO-YEAR LIMITED WARRANTY TO ALL SUBPACS PURCHASED DIRECTLY FROM < WWW.SUBPAC.COM >.**

SUBPAC's physical sound products are warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, SUBPAC will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches; (ii) rips in textile elements or straps; (iii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iv) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (v) damage caused by service performed by anyone who is not an authorized service provider of SUBPAC; or (vi) damage to a product that has been modified or altered without the written permission of SUBPAC.

All merchandise and accessories, including t-shirts and the BackPac are not eligible for warranty or return. All merchandise and accessories are final sale.

In addition, SUBPAC reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

Repairs have a 90-day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original one year warranty, depending upon which is longer.

TO THE EXTENT PERMITTED BY LAW, THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY BY PROVINCE, STATE OR COUNTRY (AS THE CASE MAY BE).

IN NO EVENT SHALL SUBPAC BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

SUBPAC retains the exclusive right to repair or replace (with a new or newly-refurbished replacement product) the device or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

To obtain warranty service, [submit a SUBPAC support ticket here](#), and describe the problem you're experiencing. Our team will evaluate your situation and will provide further instructions.

Note: To obtain warranty service, an original or copy of the sales receipt from the original retailer is required.

USED AND ONLINE AUCTION PURCHASES: Products purchased through online auctions, or purchased second hand, including but not limited to "Warehouse Deals, Inc." or "Amazon Warehouse Deals" are not eligible for warranty coverage. Online auction confirmations are not accepted for warranty verification. Warranties are not transferable.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.