

Travelpro® Limited Lifetime Warranty

"In the unlikely event that a problem occurs with your luggage as a result of a defect in materials or workmanship, we will repair your bag (or replace it, if repair is not possible) at our expense. The Travelpro® warranty covers defects in materials and workmanship but does not cover wear or damage caused by abuse, mishandling, accidental damage, inappropriate selection, or carelessness caused by an airline or other common carrier. In the course of normal handling, your luggage may suffer abrasions, minor cuts, scratches, dents or soil. Certain component parts such as wheels, bumper feet, leather, etc., will show wear. This wear is not covered under the warranty. Travelpro® will provide prompt refurbishment services at a nominal cost. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state."

Note: Please examine your luggage carefully for damage before leaving the airport and immediately report any damage to the baggage service center of the airline on which you traveled. DAMAGE CAUSED BY THE AIRLINE IS THE AIRLINE'S RESPONSIBILITY AND MUST BE CLAIMED TO THE AIRLINE AT THE TIME DAMAGE OCCURS. By not following this procedure, you risk that the damage will not be covered under airline policy or Travelpro's warranty. If you are dissatisfied after making your baggage claim to the airline, please contact:

Customer Service at 1-800-741-7471.
www.travelpro.com

Interpretation by Customer Service: Though the language currently states that the warranty "...does not cover cosmetic wear..." we will exclude wheels from that restriction. In other words, wheels will be covered.

Registration Process

Simply complete the insert card that is contained inside all Travelpro® and Atlantic™ Luggage and drop in the mail, or register online at www.travelpro.com

Claiming Process

In order to seek warranty related repairs, check our website at <http://www.travelpro.com> for an Authorized Repair Center in your area. Contact the center to discuss the general nature of the repairs and business hours. You will not need preauthorization from Travelpro® for repairs. In the event that you are unable to locate a repair center in your area, contact our Customer Service Department at 1-800-741-7471 to discuss other options including obtaining replacement parts for do-it-yourself repairs or sending the bag to our Corporate Office for repairs.

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.