Casual Luggage - Limited Manufacturer's Warranty

Each piece of Traveler's Choice luggage is accompanied by a limited manufacturer's warranty. The time period of the covered varies from one to ten years, depending on the item. In an unlikely event that a problem arises as a result of a defect in materials or workmanship, upon inspection, Traveler's Choice will promptly repair or replace the item free of charge. A retailer's receipt or invoice is required for all warranty claims. All warranty claims will be handled via online only.

It is important to note that the warranty does not cover damage caused by normal wear and tear or misuse, particularly moving parts and wheels, or any component parts. Airline damage or mishandling is also not covered by the warranty. If an airline damages your luggage, you should immediately file a claim directly with the airline. Please Note: Traveler's Choice does not offer refunds to any defective items.

For repair or replacement, please click on the link below to direct you to Traveler's Choice's website to obtain the Warranty Claim Form. Please follow the instructions carefully. You will have 14 days to submit all information to Traveler's Choice. After 14 days, your INITIAL request will be deleted from the Traveler's Choice email log, and you will be required to resubmit a new request. You will receive a response within 7-14 business days of the evaluation of your claim. Traveler's Choice will not process claims that are incomplete or missing required information as stated on the Warranty Procedures. Please note that products returned without authorization will not be accepted for repair or replacement and will be discarded without notice. In-person deliveries are not accepted unless authorized by Traveler's Choice. Traveler's Choice Travelware reserves the right to make the final judgment on all claims. The warranty gives you specific legal rights and you may also have other rights which can vary from state to state.

To contact Traveler's Choice directly, please call 1-800-237-0387 or email tcinfo@travelerchoice.com.