

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, we 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 our warranty does not cover fabric fading, damage caused by normal wear and tear, misuse; especially moving parts and wheels or any component parts. Airline damage or mishandling is also not covered by our warranty. If an airline damages your luggage, you should immediately file a claim directly with the airline.

Please note we do not offer refunds for any defective products.

For repair or replacement, please click on the icon [Warranty Claim Form](#) and [Warranty Procedures](#). Please follow the instructions carefully. You will have 14 days to submit your form to Traveler's Choice. You will receive a response within 7 – 10 business days of our evaluation of your claim. We will not process claims that are incomplete or missing required information as stated on the Warranty Procedures. Please note that products returned to us without authorization will not be accepted for repair or replacement and will be discarded without notice. We do not accept in-person deliveries unless authorized by Traveler's Choice.

Traveler's Choice Travelware reserves the right to make the final judgment on all claims. The policy could change without notice. Our warranty gives you specific legal rights and you may also have other rights which can vary from state to state.

Internet Requirements:

Please contact your ISP (Internet Service Provider) to remove our email address tcinfo@travelerchoice.com from their "spamblock" or forwarding our email address to "junk" mail. This is very important. We have had many issues regarding ISP blocking our email address. This will help avoid delayed responses from us or our emails regarding additional information we may need for your warranty claim.