

Lifetime Guarantee

To Qualify for Lifetime warranty on Cases, the product has to be registered within 90 days of purchase on the [registration page of our website](#). Failure to register within this period would only entitle the customer to a 12-month product Guarantee.

The Lifetime Warranty is valid ONLY for cases (leather, wood, silicone etc), not clips, swivels or other accessories.

Conditions where you are not covered:

- Does not cover for general wear and tear.
- Does not cover accidental damage, misuse, improper care or alternation, or force majeure, such as floods and earthquakes.
- Any repair work on Snugg products by unauthorized third parties voids any warranties.

We do not take any responsibility for third party products, i.e., will not reimburse any damage to devices used together with our products.

Our responsibility shall be limited to the repair or the replacement of the product at its sole discretion. Should no identical product be available, then a suitable alternative as deemed by us will be provided. Should no alternative be available then we may award a refund via a store coupon - the amount to be the purchase amount less 20% at our discretion.

This warranty excludes claims for incidental or consequential damages in connection with the warranty problem. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights according to US Law, and you may also have other rights, which vary from state to state or country to country.

Please Note: Features and specifications of all Snugg products are subject to change without notification.

Customers are obliged to return the goods back to us on request at their own cost for inspection, to validate if the case is liable for replacement under the policy.

Replacement

Should we deem your product's defect to be covered by the warranty, we will dispatch a new product to you within 30 days.

Product Care

The customer is responsible to look after the product. We recommend the following safe care instructions for leather products. Failure to adhere to these instructions will potentially invalidate the warranty.

Case Care

- Avoid using or placing sharp objects on leather goods. Leather is very durable, but not accident or damage proof.
- Keep your case away from direct heat sources.
- As far as possible keep your case out of direct sunlight for long periods – it may fade over time.
- Avoid air pollution such as cigar or cigarette smoke and cooking fumes, which can cause cases to fade or change colour.
- Keep leather free from dust by dusting with a non-abrasive cloth, preferably once a week.
- On our leather ranges you can use a warm damp cloth for the exterior and a nubuck fibre cleaner for the interior.
- Ensure to wipe and blot any spills away immediately using a reputable leather cleaner product.

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.

Contact Us

By Email

help@TheSnugg.com

By Phone

1-888-414-1738

By Post

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