

WARRANTY

- All Crossrock case products have a 2 year warranty from the date of purchase while bags have 1 year.
- Clearance products may have a separate warranty but this will be clearly displayed and purchasing the product will mean acceptance of these terms.
 - This warranty applies to the original owner and requires proof of purchase.
- Our warranty is limited to Crossrock products only and excludes loss of personal property, loss of use, accidental damage, misuse, or normal wear and tear.

1. Damage not covered-

- Fair wear and tear.
- Failure to use the product in accordance with the user instructions.
- Willful damage, abnormal storage or working conditions, accident (including but not limited to lighting, water, fire, misuse, neglect, alteration, or defacing), negligence by you or by any third party.
- Repairs or adjustments which have been conducted by unauthorized service organizations or persons.
 - Modifications to change the product from its normal purpose.
- Misuse of the product including but not limited to failure to use the product for its normal purpose.
 - Using in a rental capacity.

2. Airline/Shipping damage-

This warranty does not cover damage caused by airline or Freight Company mishandling. Should the airlines or another carrier damage your product, a claim should immediately be filed with the carrier. Most carriers offer insurance against loss or damage. We are happy to assist you file your claim by providing cost information on parts, repair, and replacement.

3. Procedure for warranty claim resolution-

- Take a photograph of the defect.
- Bring your purchase receipt.

- Contact the store where you purchased your bag from. They will need this information along with a copy of your purchase receipt to deal with your complaint

*** IMPORTANT:**

1. Crossrock will not replace your bag or case if you have purchased it from an independent dealer who will have their own returns policy. It is good practice to know what returns policy they have in place prior to purchase. If however you feel that you have not been dealt with fairly with your complaint, please email info@kingstarintl.com and we will investigate the matter but cannot guarantee that the store will change any decision they have made with regard to your complaint.

2. All inbound shipping will be the customer's responsibility including, but not limited to, the cost of packaging, shipping and applicable taxes

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1. This warranty does not affect the consumer's statutory rights under applicable national laws in force, or the consumer's right against the dealer arising from their sales/purchase contract

2. If it is deemed that the warranty does not apply due to the exclusions listed above, the customer will be contacted by Crossrock to determine an appropriate resolution.

3. This warranty is subject to change and can be modified at Crossrock discretion.

Website: <http://www.crossrockcase.com/>

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.