

Warranty Policy

Quality Guarantee Policy:

Case Logic is dedicated to providing quality products. Every product is quality tested and is guaranteed for the term reflected on its packaging against defects in materials and workmanship. Our quality guarantee applies only when products have been put to the use intended by Case Logic and specifically excludes defects from misuse, use beyond a product's intended purpose or coincidental or consequential damage. This warranty specifically excludes damages to items stored or carried in Case Logic products.

Guarantee Durations by product type:

25 Year Quality Guarantee*

- All media products (except leather products and media storage racks)
- All computer cases (except wheeled products and computer accessories)
- All automotive products (except rooftop products)
- All photo/video products (excluding universal pockets)
- Backpacks

10 Year Quality Guarantee*

- All luggage products

5 Year Quality Guarantee*

- All wheeled laptop cases

2 Year Quality Guarantee*

- All computer accessory products
- All leather products
- All rooftop products
- All home organization products
- All garage products
- All garden products
- All music storage racks

- Produced under license in United States market
- Cosmetic bags
- Soft travel cases in styles not sold by Licensor as of the date of this Agreement
- Universal pockets
- Work/function/lifestyle totes
- Women's wallets
- Children's camera cases
- Men's products
- All Toiletries cases (produced under license in United States market)
- All products marketed to men including, among other things, small leather goods (both natural and man-made)
- All functional wallets

* Please refer to original packaging for Case Logic's Quality Guarantee duration or contact your regional Case Logic office to verify the correct duration of a guarantee. For any products not listed above, contact your regional Case Logic office for Guarantee term confirmation.

Returns Policy

If you are not completely satisfied with your purchase; you may return it to the original place of purchase within 30 days of the purchase date for a refund or replacement.

Quality Guarantee Claims

Case Logic fully complies with all applicable European and national rules and regulations regarding the sale of consumer goods and associated guarantees and this Quality Guarantee does not in any way affect the rights you may enjoy as a consumer under the national legislation applicable to your sale agreement with Case Logic.

In case of a defective product, we will if reasonably possible repair or replace it at no additional costs to you. In the event such a repair or replacement is not possible or reasonable, we will provide you with a partial (if you decide to retain the defective product) or full refund (upon return of the defective product to Case Logic).

To submit a warranty request via email, please fill out our [Warranty Request Form](#) and email it to us.

Please contact your regional Case Logic office for parts replacements or warranty claims:

United States, Canada, Latin America

6303 Dry Creek Parkway
Longmont, CO 80503
(303) 652-1000
1-800-925-8111

Europe, Middle East, Africa

Rue de la Posterie, 19
5030 Gembloux
Belgium
+32 81 62 60 60

Asia/Pacific

Suite 783, 7th Floor
Hong Kong Int. Trade & Exhibition Center
1 Trademart Dr., Kowloon Bay, Hong Kong
852 2758 3013

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.