

Lifetime Guarantee

Briggs and Riley is the only luggage company that offers an unconditional lifetime guarantee. In the unlikely event that your bag needs to be repaired, we are here for you.

Our simple as that® guarantee means if your bag is ever broken or damaged, we will repair it free of charge, no proof of purchase needed, no questions asked.

Discover what our simple as that® guarantee covers below:

Our warranty covers the repair of all functional aspects of your Briggs & Riley bag for the life of your bag.

Our warranty does not cover cosmetic wear or cleaning, damage of contents, or the replacement of lost or stolen bags and/ or its contents.

If your bag or its contents are damaged by an airline and you wish to hold them responsible, we suggest that you claim with the carrier before leaving the airport.

If you choose not to do this and instead wish for us to repair your bag, we will be happy to do so at no charge.

Due to the nature of certain types of repairs and normal wear and tear, it is not always possible to return your bag to its original condition. Due to discontinuation of a particular part of color identical replacement parts may not be available. Briggs & Riley will repair or replace a damaged parts with the closest matching part or component in the closest matching color.

You are responsible for the cost of shipping your bag to us, however, we will return the favor and ship your bag back to you free of charge.

You also have the option to take the repair in to your own hands. Take advantage of our self-repair kits.

Website: <https://www.briggs-riley.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.