

## **Warranty card**

We offer you a warranty on all JanSport® products according to the warranty conditions of the company VF (Warranty Department). We would like to point out to you the difference between guarantee and warranty. Our guarantee assures you that our products are delivered to you in fault free condition and the warranty offers you protection within our warranty conditions from natural deterioration that may occur during the life of the product's warranty.

### **Warranty regulations:**

#### **§1 Contents of Warranty**

The manufacturer / warranty grantor offers the buyer / warranty recipient a warranty that includes the full functionality of the under §2 mentioned parts of the product from the date of purchase up to and including the entire length of the warranty period. A valid warranty claim occurs if one of the parts as mentioned in the stipulated warranty conditions deteriorates during the life of the guarantee and consequently has to be repaired.

#### **§2 Warranty coverage**

The following parts are included in the warranty:

- a) Zippers
- b) Buckles
- c) Seams
- d) Hook-and-Loop tape
- e) Press studs
- f) Colour fastness (two years)  
No warranty for items that lost colour by being displayed in a shop window or outside the shop.

#### **§3 Warranty exclusions**

The following damages are excluded from the warranty:

- a) Damage caused by violence, a lack of reasonable care, mishandling and wilful or malicious damage
- b) Damage caused by washing the product in the washing machine, overloading it or repairing it yourself
- c) Damage that is caused by changing the original design of the product
- d) Damage caused by accidents, fire, theft, unauthorized use, robbery or embezzlement or damage caused by the effects of storms or hail.

- e) Damage caused by transporting the product, e.g. on an airline.

The warranty does not cover either the contents of the bag or subsequent damage that may arise as a result of the original fault.

The warranty does not cover consumer dissatisfaction with the product in terms of disliking the fit, weight, colour or style.

Products which become identified as fakes will also not be covered under the warranty.

#### **§4 Duties of the buyer / warranty recipient**

The buyer / warranty recipient on discovering damage to the product is obliged to:

- a) Notify the place of purchase or manufacturer of the damage as soon as this becomes apparent
- b) Stop using the damaged product
- c) Ensure that the repair of the product is carried out by a repair centre officially recognized by the supplier or manufacturer
- d) Clean the product if necessary before sending it to be repaired (hand wash only!)

No right to claim warranty will be granted if any of the above duties are disregarded.

#### **§5 Warranty Service**

Products, where the fault is recognized under the warranty, must be sent to the repair centre. It is not necessary to have this return authorized before sending the item back. The products will be repaired free of charge within our warranty terms and conditions.

If a product is no longer in a state of repair, we reserve the right to exchange the product. If the consumer stipulates that the product has a specific personal value and respectively requests that the product should not be replaced, we will then do everything possible to repair the product.

If a product has to be replaced, the consumer will receive - as far as is possible - the same product in the same colour. Should the same product be no longer available, it will be replaced with a comparable model with similar characteristics and of a similar value. If the colour were no longer available, we reserve the right to exchange with a similar colour.

After the warranty procedure is complete the item will be sent back to the sender.

#### **§6 Valid warranty areas**

The warranty is valid throughout the whole of Europe.

#### **§7 Period**

The warranty is valid for a period of 30 years from the date of purchase.