

Eastpak Warranty and Guarantee Policy

Any Eastpak product is covered by the below described extended guarantees unless otherwise indicated on the warranty hangtag (the “Eastpak Guarantees”).

The Eastpak Guarantees apply when the product is used under normal conditions, for the purpose intended. All returns will be subject to inspection and approval by Eastpak before any remedies are authorised.

These Guarantees are valid in all member states of the EU.

Important Legal Notice:

The Eastpak Guarantees give you specific legal rights. They do not affect any statutory rights that you have as a purchaser of a defective product.

Period of Validity of the Eastpak Guarantees

First two (2) years: Unlimited Guarantee

The Eastpak Unlimited Guarantee will cover any defect or damage affecting your Eastpak product, even damage caused by normal wear and tear (faulty zipper tape, damaged buckles, coating peeling off and discoloration of the fabric) for a period of two (2) years from the date of purchase identified on the sales receipt.

Please note that this will offer you a more comprehensive protection against defects and/or damages compared to the standard warranty as provided by the statutory rights.

Available remedies:

- We will repair the item falling under the terms of the Eastpak Unlimited Guarantee.
- If the damage and/or defect cannot be repaired, we will replace the item.
- If we cannot replace the item by the same model, we will offer you a similar product of comparable value or we will refund you the price paid, at your option.

Years three (3) to thirty (30): Limited Guarantee

The Eastpak Limited Guarantee covers any items that are defective in materials or workmanship (such as defective zip pullers, sliders and seams), in the period of time commencing from the third year from the date of purchase of the Eastpak product, to the thirtieth year.

Available remedies:

- We will repair the item falling under the terms of the Eastpak Guarantee.
- If the damage and/or defect cannot be repaired, we will replace the item.
- If we cannot replace the item by the same model, we will offer you a similar product of comparable value.

Please note the following restrictions applicable to the Eastpak Limited Guarantee:

- Under no circumstances the Eastpak Limited Guarantee will allow you to ask for refund of the price paid in case of a damaged or defective product.
- During the period of the Eastpak Limited Guarantee, we will not cover damage and/or defect resulting from typical wear and tear (like faulty zipper tape, damaged buckles, coating peeling off and discoloration of the fabric).
- Damages that are also not covered during this period are damages resulting from abuse (such as tears, cuts and holes in the fabric) and cosmetic damage (such as scratched or stained fabrics).
- Under no circumstances will we cover incidental or consequential damages (such as damage to or loss of the contents of the bag, loss of use, loss of time and similar expenses).
- Other damages not covered are damages caused by airlines or other transit damage (such as pressure damage; tears, cuts and holes in the fabric; damage to the wheel covers, handles and other hardware of the bag). Damage claims in transit cases should be filed against the carrier.

In case of questions about these guarantees, please find our contact details below.

Contact

Email: eastpakwarranty_general@vfc.com

Address:
VF Europe
C. Van Kerckhovenstraat 110
2880 Bornem — Belgium

Eastpak Guarantees are available at: www.eastpak.com

Tel.: 00800 111 333 99