

ECHOLAC WARRANTY GUIDELINES

ECHOLAC 5 YEARS LIMITED WARRANTY TERM&CONDITIONS

We made this product to last. Every ECHOLAC product is made with precision and excellence in every detail to help ensure a smoother and better journey for you.

This warranty covers defects in the materials and workmanship for 5 years from the original purchase of the product through an authorised ECHOLAC dealer partner. This warranty does not cover wear and tear on the product or its components and parts, cosmetic damage, the loss of or damage to any contents during use, or the loss or damage to any personal effects. If warranty service required, please contact our local dealer partner.

Proof of purchase required. All warranty claims are subject to our prior and final approval.

We reserve the right to repair, replace, or refund as compensation for any claim subsequent our approval and based on our sole judgement.

We reserve the right to replace any product with a product of similar value and function in a readily available color in the event that your original product is no longer available upon approved warranty claim. Damage due to intentional abuse, or unintended use of the product is not covered.

Please note that luggage and bag components do wear over time and through normal use, and can become damaged through use. Our pledge is to make replacement parts for key components available at reasonable cost for 10 years after production date.

We will follow the advice of any nationally recognised consumer advocacy organisation where disagreement on claim resolution may arise.

