

Warranty Coverage

Warranty Information

Customers are **not required** to register the product online in order to qualify for warranty coverage. To submit a claim, your item must qualify under warranty coverage, subject to the exclusions outlined below. If the product in question is not registered online, it will be your responsibility to provide proof of purchase at an authorized DELSEY retailer. You will need the original store receipt to validate purchase is from an authorized DELSEY retailer.

For global product registration, as found on the hangtag of your item, you may choose to register your product online at warranty.delsey.com.

Quality Assurance

Since 1946, DELSEY PARIS® has been committed to providing our customers with an impeccable ownership experience. DELSEY's eco-friendly designs are made to be durable, resistant and of the highest quality — epitomizing the dedication to our customer's continuous satisfaction and to society's overall. DELSEY's warranty is an extension of our values and commitment to quality.

Warranty against Defects

This warranty is only extended to the original purchaser or gift recipient of a product. Depending on the product, DELSEY offers a Worldwide 2, 5 or 10 Year Limited Warranty, or a Limited Lifetime Warranty ("Warranty Period", computed from the date of purchase. To find the length of the Warranty Period, please see the product labeling, the hangtag, and the documentation provided with the product.

Limited Lifetime Warranty

DELSEY covers against manufacturing defects in material and workmanship for:

Wheels, Zippers, Extension and Carrying Handles.

10 Year Limited Warranty

DELSEY covers against manufacturing defects in material and workmanship for:

Wheels, Zippers, Extension and Carrying Handles.

5 Year Limited Warranty

DELSEY covers against manufacturing defects in material and workmanship for:

Wheels, Zippers, Extension and Carrying Handles.

2 Year Limited Warranty

DELSEY covers defects in materials and workmanship that negatively impact the functional performance of the product.

Please retain your receipt, and notice of warranty or hangtag specifying the warranty, as these documents will be helpful for you to exercise your warranty rights.

Warranty Coverage

For warranty repair evaluation, your product will need to be evaluated by our Authorized Repair Center. Please note that you are responsible for all costs of getting the product to an Authorized Repair Center including, but not limited to, the cost of packaging, shipping and applicable taxes. The Authorized Repair Center will make the final determination on whether or not the damage is covered under DELSEY's warranty. The following are the possible outcomes:

- If the product is repairable and covered under warranty, any repair or replacement and the cost of returning the product to you will be at DELSEY's expense. Some repair centers may charge an additional fee.
- If the product is to be replaced and is covered under warranty but is no longer available, DELSEY will contact you via email and will substitute and ship a comparable replacement product to you, at Delsey's expense.
- If the product is repairable and not covered under warranty, you may either have the product returned to you un-repaired, or have the product repaired at your own expense. You will pay for return shipping in each instance. This will be communicated to you by the Authorized Repair Center.
- If the product is not repairable and not covered under warranty, you can elect to have the Authorized Repair Center send the product back to you un-repaired at your own expense, or you may ask the Authorized Repair Center to dispose of the product. This will be communicated to you by the Authorized Repair Center via phone/email.

You may choose to ship or personally bring your product to the Authorized Repair Center. If you select to ship it to the Authorized Repair Center, we recommend using a carrier that will provide you with a tracking number.

Exclusions

The warranty only applies to products manufactured by or for DELSEY that can be identified by the DELSEY trademark or logo affixed to them. The warranty does not apply to any non-DELSEY product, even if packaged or sold with a DELSEY product.

Other exclusions include:

- Defects that come from normal wear and tear;
- Defects caused by accident, neglect, abuse, or misuse;
- Defects such as abrasions, scratches, dents or stains that do not impair the functional performance of the product;
- Defects caused by exposure to extreme natural conditions, liquids, or gases;
- Defects caused by handling by third-parties (such as airlines, hotels, etc.);
- A product that has been modified without DELSEY's permission;
- Any DELSEY product whose serial number has been removed or defaced, or if the displayed serial number does not correspond to the nature, type, or origin of the product.

Regarding the electronic components of the product, the following exclusions also apply:

- Non-compliant use of electronic components, including for the purpose for which they were designed,
- A modification of these electronic components, including use of parts not manufactured or sold by DELSEY,
- Repair or maintenance service performed by non-DELSEY or a service provider authorized by DELSEY,
- Improper installation of third-party products,

The warranty does not cover batteries, especially lithium batteries that may be incorporated in the electronic components of the product.

In addition: labor charges and damages attributable to work performed by anyone other than an Authorized Repair Center are not covered by this warranty.

To the extent permitted by applicable law, any implied warranties are hereby excluded. The warranty provided herein is limited to the value of the product. Manufacturing specifications are subject to change without notice. Product locks are intended only to prevent accidental opening and cannot necessarily prevent theft of the product or its contents, breakage or entry by airline or airport personnel or governmental authorities. Inspect your product immediately after handling by anyone other than you. If damaged in transit, submit a claim to the transit company (which is insured against damaging your product) at the place of arrival, if possible, before clearing customs. This warranty is intended to give you specific legal rights. In addition to the rights described herein, you may also have other rights that vary from state to state or country to country with respect to the exclusion or application of implied warranties, incidental and consequential damages and repair and replacement. Consequently, the limitations or exclusions specifically contained in this warranty may not be applicable to you.

Limitation of Warranty

THIS WARRANTY AND THE REMEDIES SET FORTH IN THIS DOCUMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER WRITTEN OR NOT WRITTEN, EXPRESS OR IMPLIED. DELSEY SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT.

DELSEY DOES NOT WARRANT THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR PROVIDE A REPLACEMENT PRODUCT THAT MEETS ALL THE CHARACTERISTICS AND FUNCTIONALITIES OF THE ORIGINAL PRODUCT.

Limitation of Damages

DELSEY IS NOT RESPONSIBLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (SUCH AS LOSS OF CONTENT, LOSS OF USE, LOSS OF TIME, ETC.), OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR PERSONAL INJURY, PAIN AND SUFFERING, EMOTIONAL DISTRESS, LOSS OF REVENUE, LOSS OF PROFITS, LOSS OF BUSINESS OR ANTICIPATED SAVINGS, LOSS OF USE, LOSS OF GOODWILL, AND WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT OR OTHERWISE, EVEN IF FORESEEABLE, CAUSED BY A PRODUCT DEFECT.

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Ownership Rights

When a product or part is exchanged, any replacement item becomes your property, and the replaced item becomes DELSEY's property. When a refund is given, the returned product becomes DELSEY's property.