



Warranty

We guarantee that the materials and workmanship in all of the products we make will stand up to the use for which they are designed. Any defects in the materials or workmanship are covered for 12 months. If there is a manufacturing defect in your merchandize, ship it back to us within 15 days of receiving the item(s) and if Skboot determines that a product has a material or manufacturing defect, we will replace it.

Our warranty does not cover normal wear and tear, misuse, accidents, or the natural breakdown of materials over time. If you need any repairs for these reasons, we would be happy to do them at a reasonable charge. Just email us at customerservice@skboot.com with your contact phone number and the nature of your fault and we will have a representative call you within 48 hours.

Returns/Exchanges

Retail stores are NOT to replace any defective merchandize sold to a customer with any other Skboot merchandize from their respective inventory. Retail stores are to send back to Skboot any defective merchandize for Skboot to review to either repair the merchandize or decide to replace it with new merchandize for that particular customer. Skboot will NOT be responsible to retail stores for any damaged merchandize that they exchanged or replaced for their customer without going through the proper procedure to get the item repaired or replaced by Skboot.

If the Skboot product was bought from Skboot directly, please return the merchandize with a note explaining the reason for the return and Invoice # to:

Australia:
3/33 Crombie Avenue
BUNDALL, QLD 4217
AUSTRALIA

Returns are acceptable and freight refunded in the following instances:

- The item is defective
- The item received is not the ordered item.

In all other instances, freight will be the responsibility of the purchaser/retailer.

We will repair or replace the product at our discretion. Repairs usually take about three to four weeks including shipping time, but this can vary at different times of the year.

If you need a small replacement part like a zipper pull, we may be able to simply send the replacement part to you, so please email us at customerservice@skboot.com with your contact phone number and what part you would like replaced and we will have a representative call you within 48 hours.

Returns are not acceptable for the following reasons:

- It does not fit in an overhead locker of an aircraft, as at no point do we say that this item is carry on (for further explanation, please see our FAQ <http://www.skboot.com/products/skbootbagfaq.htm>)
- It does not fit your boots and helmet (because both are very large)

If you have simply changed your mind, we will accept returns within 30 days providing the bag has not been used and tags and accessories are all in place. Freight will be the responsibility of the purchaser. Refunds will be issued by check and will be the cost of the bag, less freight.