

LIFETIME WARRANTY



EQUIPMENT (PACKS, BAGS, & LUGGAGE)

JanSport engineers quality, durability, and reliable products. So, if your pack ever breaks down, simply return it to our warranty center. We'll fix it or if we can't, we'll replace it or refund it. We stand by our packs for a lifetime and since we've been making packs since 1967, that's a guarantee you can stand by.

WARRANTY REPAIR FORM

Please include your name, address, email, and phone number (including area code) with the item, along with a description of the problem. Please fill out the warranty return form and include a copy when you ship the product to be repaired.

PLASTIC DIGITAL ACCESSORIES LIMITED WARRANTY

Plastic Digital Accessories have a limited one-year warranty in which we will replace or refund covered products.

EXCLUSIONS

All warranties do not apply to any non-JanSport products like a device, even if packaged or sold with the JanSport product, or property carried in or on a JanSport Product. JanSport is not responsible for direct, incidental or consequential damages for any reason including damage resulting from a breach of a warranty or condition such as scratches in a device surface, lost data or lost or destroyed personal property.

COLLEGIATE WARRANTY

There is no warranty for JanSport Collegiate Apparel.

INTERNATIONAL WARRANTY

For further information regarding your warranty Internationally, please email us.

Austria - JanSportWarranty_Austria@VFC.com

Belgium - JanSportWarranty_Belgium@VFC.com

Denmark - JanSportWarranty_Denmark@VFC.com

France - JanSportWarranty_France@VFC.com

Germany - JanSportWarranty_Germany@VFC.com

Ireland - JanSportWarranty_Ireland@VFC.com

Italy - JanSportWarranty_Italy@VFC.com

Luxembourg - JanSportWarranty_Luxembourg@VFC.com

Netherlands - JanSportWarranty_Netherlands@VFC.com

UK - JanSportWarranty_UK@VFC.com

HAVE AN ISSUE? SEND IT TO US!

WARRANTY ADDRESS:

US ONLY:

JanSport

Attn: JanSport Warranty Services

14450 Doolittle Drive

San Leandro, CA 94577

Hours of operation: 7 AM - 3:30PM PST Mon-Fri

*No drop offs accepted

CANADA ONLY:

JanSport

Attn: JanSport Warranty Services

3260 rue Guenette

Saint-Laurent

Quebec H4S 2G5

Please include your name, address, email and phone number (including area code) with the item along with a description of the problem. Please fill out the warranty return form ([Click Here for the Warranty Return Form](#)) and include a copy when you ship the product to be repaired. State law requires that items be clean before being returned for repair or replacement. Products repaired or replaced under warranty will be returned free of charge. This warranty gives you specific legal rights; you may have other rights, which vary from state to state.

For more information on JanSport's Warranty, call 1(800)426-9227 in the US or 1(800)501-3054 ext 2567 in Canada.