

WARRANTY / REPAIR / RETURN POLICY

Congratulations! In purchasing this case you have distinguished yourself as a patron to our philosophy of innovation, excellence and style!

The McKlein philosophy is as devoted to innovation as it is committed to ensuring the finest quality business cases, computer cases, luggage and accessories. We stand behind the distinct quality, craftsmanship and performance of all our products. We use only the finest materials and employ rigorous quality control standards with each and every design to create durable, luxurious and high performance products. Our goal is to ensure your satisfaction with each purchase and give you unsurpassed service for years to come.

McKlein products are covered by a limited lifetime warranty, excluding the P,C and L Series, which is covered by an one year warranty. We will cover the damage to your product caused by a defect in the workmanship or quality of the materials. We hold the right to either repair or replace the product. The McKlein warranty does not cover damage resulting from abuse, neglect, improper handling or common carrier damage. Ordinary wear and tear is also not covered under this warranty. Moving parts such as wheels, handles and mechanical parts are covered under a one year warranty.

In the unlikely event that a problem arises as a result of a defect in our materials or workmanship, we pledge to promptly repair the item at our expense (or replace it if it cannot be repaired). All we require is that you call us first and then send your bag to the repair location that we indicate. McKlein does not cover shipping and handling under warranty, only parts. Consumer incurs the cost of shipping to McKlein facility.

Our website (www.McKleinUSA.com) includes some helpful suggestions to properly care for & extend the life of your case.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.) You will find that we apply the same standard of excellence to our customer service as we do to our products.

If you are not completely satisfied with your purchase, you may return unused merchandise within 30 days from the date it ships. Please review our return and exchange policy below.

Returning non-defective products: If you are not completely satisfied with your purchase you may return unused products 30 days from the time it ships. You must first obtain a Return Authorization (RA). All hang tags must be attached and original parts and packaging must be included. A 5% restocking fee is charged for returns of non-defective merchandise. After restocking fee has been assessed and the return has been received and processed you will promptly be refunded the remainder of the purchase price of the product. You are responsible for return shipping charges.

Exchanging non-defective products: If you are not completely satisfied with your purchase and would like to exchange one unused product for another you may do so, within 30 days from the time it ships, provided you have a Return Authorization (RA). All hang tags must be attached and original parts and packaging must be included. No restocking fee is assessed for exchanges; you are responsible for return shipping charges. You will be refunded or charged the difference upon the exchange.

Note: Damage caused by a common carrier is, by federal law, the carrier's responsibility and must be claimed with the carrier at the time it occurs.

In the event that your product should need repair work, please follow the instructions listed below.

Step 1: Download a [SERVICE REQUEST](#) form. Complete the form and send it to CUSTOMERSERVICE@MCKLEINCOMPANY.COM. Please be sure to include the proof of purchase, your name, address, and a brief description of the service issue. We will generate an RA service request number for you via e-mail within 24 hours once you submit the form.

Step 2: When you receive an RA service request number, package the item and write your RA number on the outside of the box. Step 3: Send the item to McKlein Company, L.L.C. 4447 West Cortland Chicago, IL 60639. Please use an insured carrier either UPS or FedEx. Using a different than recommended insured carrier (not UPS or FedEx) can result in delays or alteration of Policy. Service generally takes 2 to 7 business days from the date of receipt to complete depending on the complexity of the issue. In some instances the service may take longer, as we have to diagnose the problem and order parts. Please call in advance.

For questions regarding repairs, you may call us at Toll-Free 1.877.McKlein (625-5346)
E-mail customer service at: CUSTOMERSERVICE@MCKLEINCOMPANY.COM