

# Warranty Info

A.Saks provide after sales services. We provide services for luggage repair at our premium luggage repair centres at various locations of the globe.

## Warranty and Repair Policy

Asaks takes pride in the quality and design of our luggage. Since ASAKS's products bring you the very best in technology, durability and quality, our warranty against defects in material and workmanship from the date of purchase (Warranty period please find products Hang Tag mentioned). Save your receipt and if a problem does arise in the quality of your product, contact our customer service department for a repair or for one of our many Worldwide Service Centers. Our Service Centers will promptly repair or replace your luggage at our expense. The only expense you will incur will be the freight for sending your bag in for repair. It is important to realize, however, our warranty does not cover damage that may result from normal wear and tear, abuse of the product, or common carrier mishandling. If a common carrier damages your luggage, contact them immediately to file a claim. If you need service on a non-warranty repair, contact our Customer Service Department and they will direct you to an authorized service center that will repair your bag at a nominal cost.

A. Saks Luggage offers a worldwide service program wherever you travel. Throughout the world, Asaks distributors are there to offer appropriate solutions if any problems occur with your product.

We actually have a complete repair department on the premises, so we can repair almost any problem within a day and send it back to you at no charge. If the airline or carrier damages the item, please make a claim with them and we can do the rest, even bill them directly.

We do not cover lost or stolen bags.

Our worldwide warranty is against defects in material and workmanship. Save your receipt and if a problem does arise, contact our Customer Service Department for a repair, or for one of our many Worldwide Service Centers. Our Service Centers will promptly repair or replace your luggage at our expense. The only expense you will incur will be in the freight for sending your bag in for repair. Our warranty does not cover damage that may result from normal wear and tear, abuse of the product, or common carrier mishandling. If you need service on a non-warranty repair, contact our Customer Service Department and they will direct you to an authorized service center that will repair your bag at a nominal cost.