

## McKleinUSA

### LIMITED LIFETIME WARRANTY

Most McKlein products are protected. We will cover the damage to your item caused by a defect in the workmanship or quality of the materials. We hold the right to either repair or replace the item. The McKlein warranty does not cover harm resulting from abuse, neglect, improper handling or common carrier damage. Ordinary wear and tear is not covered under this warranty. Moving parts such as wheels, handles and mechanical parts are covered under our one year warranty.

### LIMITED ONE YEAR WARRANTY

McKlein's P, C and L series and attaché cases are protected. Coverage includes moving parts such as wheels, handles and mechanical parts. Damage related to defective material or poor workmanship, exclusive of wear and tear, is also covered. We hold the right to either repair or replace the product. The McKlein warranty does not include harm resulting from abuse, neglect or improper handling by common carrier services.

### EXCHANGE

Non-defective items

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 provide a Return Authorization (RA) form.

### RETURN

Non-defective items

If your bag was not purchased directly from McKleinUSA, please follow that retailer's procedure. Our Customer Service representatives are familiar with the return process of many of the fine retailers who represent McKleinUSA and can help you contact them.

Unused, non-defective items, purchased from this site, can be returned to us, within 30 days. The item must be in the original packaging with all of the original parts and hang tags attached. Items returned without the original tag, or a damaged tag, may result in a delayed refund or may not qualify for a refund.

### Warranty Repair Process

Please visit the Policy page for detailed warranty information.

If the damage resulted from a defect in materials or workmanship, McKlein will, at our expense, repair or replace the item if not repairable. You are responsible for the cost of shipping to our repair facility.

For work covered under warranty, begin the process by calling Customer Service at 877 625-5346 x230. Regular Repair Process Our Customer Service team is available at 877 625-5346 x230 to answer questions and provide solutions. If possible, before you call, send a photo of the trouble spot to: [customerservice@mckleincompany.com](mailto:customerservice@mckleincompany.com).

We will recommend the best course of action. For example, depending on the problem, it might be easier to DIY or have the work done by an authorized McKlein dealer or shoe repair shop close to home. Parts and accessories are available to purchase. ([Link to Parts page](#))

## Policy\_McKleinUSA

McKlein's average repair time is 2 to 10 business days. Handle, wheels and locks usually take two days. Stitching takes longer.

### Step 1: Service Request Form Sign Up or Sign In

Complete the form with a brief description of the issue. Once Customer Service has reviewed your request, you will receive a Return Authorization number, shipping instructions and a request for additional information if necessary.

### Step 2: Pack and address

Securely repackage your item. Affix the Return Authorization form to the outside of your package. We cannot process returns without a RA reference or accept responsibility for packages we do not ship. Please keep the tracking details for your records.

We strongly recommend that you use a reputable insured carrier or recorded delivery service as the item remains your responsibility until received by us at our offices.

Shipping and handling charges are not refundable. Packages sent COD will be refused.

### Step 3: Send

Ship your package using a track-able, insured shipping method. McKlein Company Attn: Returns 4447 W. Cortland Street Chicago, IL 60639

### Step 4: Follow Up

For status, call us at toll-free 1-877-625-5346 x 230. You may also contact customer service at: [customerservice@mckleincompany.com](mailto:customerservice@mckleincompany.com). Please include Repair Authorization number at time of inquiry.

## **Return and Exchange**

If you are not completely satisfied with your purchase, unused items may be returned within 30 days from the ship date.

### Return Procedure

For items not purchased directly from the McKleinUSA, please follow that retailer's policy and procedure. We are familiar with many of them and can explain their process.

Unused, non-defective items, purchased from this site, can be returned to us, within 30 days of the ship date. You are responsible for return shipping charges and a 5% restocking fee is charged for returns of non-defective merchandise.

To qualify for a refund, the item must be in the original packaging with all of the original parts and hang tags attached. Items returned without the original tag or a damaged tag may result in a delay or may not receive a refund.

After the return has been received, processed and restocking fee accessed, you will be refunded the remainder of the purchase price.

### Exchange Procedure

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 ship date, provided you have a Return Authorization (RA). All hang tags must be attached and original parts and packaging must be included. No restocking

## Policy\_McKleinUSA

fee is assessed for exchanges. You are responsible for return shipping charges. You will be refunded or charged the difference upon the exchange.

### Return and Exchange Process

#### Step 1: Sign In or Sign Up

Complete the Return/Exchange Request form. You will be provided a Return Authorization (RA) number in the confirmation email.

#### Step 2: Pack and address

Securely repackage your item. Affix the Return Authorization form to the outside of your package. We cannot process returns without a RA reference or accept responsibility for packages we do not ship. Please keep the tracking details for your records.

We strongly recommend that you use a reputable insured carrier or recorded delivery service as the item remains your responsibility until received by us at our offices.

Shipping and handling charges are not refundable. No CODs will be accepted.

#### Step 3: Send

Ship your package using a track-able, insured shipping method. McKlein Company Attn: Returns 4447 W. Cortland Street Chicago, IL 60639

#### Step 4: Follow Up

For order status, call us at toll-free 1-877-625-5346 x 230. You may also contact customer service at: [customerservice@mckleincompany.com](mailto:customerservice@mckleincompany.com). Please have your Return Authorization number available.

You will receive notification via email once your return has been processed. Please allow 5 business days for processing from the day we receive your return.