

Timbuk2's Warranty

In Europe, Timbuk2 products have a 30 years warranty. We stand behind the legendary quality and craftsmanship of all our products. Our warranty is valid only when the Timbuk2 product is purchased through Timbuk2 directly (via timbuk2bags.eu or timbuk2uk.co.uk) or through an Authorized Reseller in Europe. When you bought your bag outside Europe but you are living in Europe, we will take care of your warranty claim at our discretion.

If there is a defect in the materials or workmanship we will repair or replace the bag at our discretion. Damages not covered are those resulting from abuse, normal wear and tear, accidental damage, and cosmetic damages that do not affect the functionality of the bag (such as scratches or stained fabrics).

Wear and tear is damage that naturally and inevitably occurs as a result of normal use. Regardless of how carefully you use, or how well you care for your bag, it will eventually begin to show age and wear. Usual wear and tear not covered by the warranty includes changes in color, abrasions, and general breakdown of materials over time. Some examples of common wear and tear include color fading from sun exposure, worn elastic, and fabric wear, especially in high wear areas such as corners, reflective binding, worn Velcro, and worn shoulder or back padding. Some examples of accidental damage are rips or cuts in fabric, animals chewing or clawing on our products, as well as damage arising from airline abuse such as bent or dented luggage handles or damaged/cracked wheels & bottom plates.

Any damage to, loss of the contents of a bag, loss of use, loss of time, or similar expenses are not covered.

Your Timbuk2 bag is sewn by hand and might contain some slight imperfections. These slight imperfections are the signs of true craftsmanship and add character to an already awesome product.

We also offer a limited number of replacement parts for those broken or missing clips, buckles and straps that are not part of the regular warranty. Get in touch with us on service@timbuk2europe.nl and we will do our best to help you find the appropriate replacement part.