



## ***WARRANTY GUIDE***

We at USWE will always stand behind our products and that's why all our products are warranted to be free from defects in material and workmanship for a period of two (2) years from the date of purchase. \*This warranty doesn't include our Disposable™ hydration bladders.

If you experience any problems with your USWE product, the information below will help you with getting it repaired or replaced as quickly as possible.

This warranty is limited to the original purchaser of the product and is not transferable. USWE will repair or replace at its discretion any manufacturing defect in these products free of charge. This warranty does not cover damage caused by normal wear and tear, abuse, misuse, accident or exceeding the reasonable expectations.

### **HOW TO MAKE A WARRANTY CLAIM**

1. You fill in the online Warranty Claim form providing as much information about the issues as possible with photo that shows specifically the problem. Only complete filled form will be accepted. [You find the Warranty Claim form on page 2.](#)
2. We get back to you as soon as we can with our opinion and decision. Normal lead time depending on season is 1-2 working days

If you need to send your pack in to us, please remember to clean it before doing so or we may not be able to work on it. The product owner is responsible for all costs associated with returning a product for service. All parts and components must be included for an item to be accepted for repair or to be replaced.

\*If we determine the damage is resulting from normal wear and tear, abuse, misuse, accident or exceeding the reasonable expectations of the product's lifespan, this will not be covered by our warranty but whenever possible we will offer to repair the pack at a reasonable cost.



## ***WARRANTY CLAIM FORM***

Date of claim report: \_\_\_/\_\_\_/\_\_\_\_\_

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Product name/model: \_\_\_\_\_

Date of purchase: \_\_\_/\_\_\_/\_\_\_\_\_

Claim description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Pictures available:

Send this form to: [warranty@uswe-sports.com](mailto:warranty@uswe-sports.com)