

WARRANTY

Duluth Pack is proud to offer a Lifetime Guarantee against manufacturing defects in craftsmanship and hardware within the normal scope of use. We will repair or replace at our discretion any product found to be defective within the scope of normal and appropriate product use within the lifespan of the product.

If the manufacturing defect is repairable, we will repair the product free of charge. If the manufacturing defect is not repairable, we will retain possession of the unrepairable product and replace it with a like product or store credit of equal value. The decision of whether to repair or replace a product is solely up to the discretion of Duluth Pack's repair specialists. You may elect to decline repair or replacement and have the bag returned to you at any time. You can find examples of damages that will be covered below.

Covered: manufacturing defects, hardware (including zippers, buckles, snaps, rivets, d-rings, etc) malfunction or failure, fabric tears along a seam, stitching defect that prevents you from being able to use the product

Not Covered: normal wear and tear (including holes, rips, and tears caused by regular use), damage caused from outside the normal scope of use, rips, tears, fading, dye discoloration, failure of or caused by unauthorized repairs.

[Please click here to learn about how to clean and care, or repair, your pack.](#)