

The NORAZZA Ape Case® Warranty*

What Does This Limited Lifetime Consumer Warranty Cover?

This limited Lifetime consumer warranty protects against defects that affect the primary functionality of the product in material or workmanship in the new Ape Case® product accompanied by this warranty statement.

How Long Does The Coverage Last?

This warranty lasts as long as you, the original purchaser, own your Ape Case® product.

You will be required to submit your product for inspection to confirm the defect. Ape Case will not provide any coverage under this warranty statement unless your claim is in compliance with all of its terms.

Please keep original receipt/e-mail purchase record. Purchase date must be verified in order to determine warranty coverage. The original owner must be verified, along with the condition of the product at the time of purchase, whether it was new or used.

Warranty is non-transferable from the original owner.

What Does This Warranty Not Cover?

This warranty does not cover damage caused by improper care, mishandling, misuse, alteration, or accidental damage; nor does it cover the natural breakdown of materials that occurs after extended use (i.e. zipper wear, Velcro wear, fabric abrasion, etc.). In time, even a Ape Case® bag will wear out!

Also, this warranty excludes all claims to any incidental or consequential loss to personal property.

What Do You Have To Do to Place a Warranty Claim?

You will be required to submit your product to a NORAZZA, Inc. representative for inspection to confirm the defect. NORAZZA, Inc. will not provide any coverage under this warranty statement unless your claim is in compliance with all of its terms. To request warranty service and obtain instructions on how to submit your product for inspection, contact us using our email info@norazza.com

It is important that you obtain a return authorization number from our company prior to sending in your product for inspection.

You are responsible for shipping costs but there is no charge for the inspection or the return postage. When returning a product, we recommend you use a traceable shipping method (UPS, FedEx, Postal Service with tracking, etc.), as we cannot be responsible for packages lost in transit. If in doubt about how to handle a return, or if you have any questions, just e-mail or call us and we will help.

What Will NORAZZA, Inc. Do?

After inspecting the product and confirming the defect, we will, at our discretion, either repair or replace your Ape Case® product free of charge. If your product is no longer available, we will replace it with a product of equal value, or provide a credit to be used in our factory online store.

Who is Extending this Warranty?

This warranty is extended by NORAZZA, Inc.

Warranty applies to the continental United States

Warranty excludes international purchases

*Warranty Subject to Change Please see product specifics to determine if your product falls under this warranty