



Limited Warranty

Backpacks sold by ful are warranted to be free from defects in material and workmanship for one (1) year from the date of original purchase. Luggage and Rolling Duffels sold by ful are warranted to be free from defects in material and workmanship for five (5) years from the date of original purchase. This warranty does not cover accidental damage, damage resulting from unreasonable use, normal wear and tear, improper handling, damage caused by a common carrier, loss of use or other consequential damages. If a defect is found in materials or workmanship, upon presentation of proof-of-purchase, we will, at our discretion, replace your product. We will require you to send us the defective item. We will not be able to process a claim without getting back the defective bag.

We reserve the right to decline warranty claims that do not have proof of purchase. We also reserve the right to decline a claim of any bag that was modified in any way.

FUL does not currently supply parts to our products.

If we approve your claim and don't have your exact bag we may ask you to choose another bag of equal value to the bag originally purchased. If there is a price difference, we may require you to pay the difference.

This limited warranty DOES NOT cover any freight/shipping charges. We may require you to ship your damaged bag to us at your expense. Ful only ships warranty claims to the United States.

PowerBags

Although the brand PowerBag is dual branded with FUL, FUL is unable to assist with warranty issues and cannot offer technical support as this arrangement was part of our licensing contract with PowerBags.

Shop for other travel gear and accessories on our website.