

# WARRANTY & REPAIRS

**Please note: Numbers on your label may be differ in order than the below image.**

20170901 ← Production Date  
4500414982 ← PO/LOT #  
5134 ← Material Group #  
MA2622 ← Material Project #  
5000609 (circled) ← Vendor #  
1124805 (circled) ← Factory #

## REPAIR POLICY FOR WHEELED PRODUCTS - LIMITED 5 YEAR WARRANTY

For warranty repair evaluation, your product will need to be evaluated by our Authorized Repair Center.

Please note any shipping costs to the repair center will be your responsibility.

The Authorized Repair Center will make the final determination on the status of the product with the possible following outcomes:

- If the product is repairable and covered under warranty, the product will be repaired at High Sierra's expense and returned to you.
- If the product is not repairable and is covered under warranty, you will be contacted via email in regards to receiving a comparable warranty replacement at no cost to you.
- If the product is repairable and not covered under warranty, you may either have the product returned to you un-repaired, or have the product repaired at your own expense. This will be communicated to you by the Authorized Repair Center via email.
- If the product is not repairable and not covered under warranty, you can elect to have the Authorized Repair Center send the product back to you un-repaired, or you may ask the Authorized Repair

## REPLACEMENT PARTS

Please complete our contact us page with details of your spare parts request. Be sure NOT to include any credit card information via this page. A team member will contact you by phone to obtain this information securely if necessary within 2 business days.

For faster service, copy and paste the below questions, followed by your answers into the COMMENTS SECTION of our CONTACT US page.

- 4 digit material group number located on interior label (Example below)
- Size and color product
- Purchase information
- Detailed description of part needed

**Please note: Numbers on your label may be differ in order than the below image.**

20170901 ← Production Date  
4500414982 ← PO/LOT #  
5134 ← Material Group #  
MA2622 ← Material Project #  
5000609 (circled) ← Vendor #  
1124805 (circled) ← Factory #

Please be aware that all requests will be filled, subject to availability.