

WARRANTY/DEFECTIVE GOODS POLICY



ALDA PASSAGE 2 ULTRALIGHT LUGGAGE will carry the following consumer warranty:

10 Year Limited Warranty

This case was designed with pride by the Passage 2 design team of the American Luggage Dealers Association (ALDA) to provide you with the best features and conveniences for your travels. It meets exacting standards for quality and craftsmanship and is sold only through the finest luggage stores in the country.

We warrant this case for 10 years from the date of purchase. This warranty covers any defect in materials and workmanship. It does not cover normal wear and tear, abuse of the product, or mishandling by common carriers. Be sure to save your original purchase receipt for making any warranty claim.

For service, return the case to the place of purchase or contact customer service at the address below to find the nearest repair facility.

ALDA PASSAGE 2 BUSINESS CASES and LEATHER GOODS will carry the following consumer warranty:

We take great pride in the design and craftsmanship of this product. In the event of a defect, we will promptly repair or replace it, free of charge, for up to 12 months after purchase. Simply return it to the place of purchase. Of course, this warranty does not cover normal wear and tear, scratches or misuse.

WARRANTY PROCEDURES for NEW GOODS and ULTRALIGHT LUGGAGE

ALDA will replace new goods found to be defective, and will repair or replace defective Ultralight Luggage, new or used. Authorization for return must be approved in advance. Members may request authorization to return defective goods using the "Request for Return Authorization."¹ To qualify for replacement goods must have been purchased within 90 days. The member is responsible for the return shipping charges.

We have parts available for many items, including luggage. We will be authorizing selected members' repair facilities as authorized repair stations in the near future.

WARRANTY PROCEDURES for CONSUMER-USED LEATHER GOODS

Responsibility for this warranty is shared by ALDA and its members.

- Members have the option to return defective goods for replacement. Authorization for return must be approved in advance. Members may request authorization to return defective goods using the "Request for Return Authorization." The member pays 50% of the original cost of the item plus shipping charges for the replacement piece(s).
- Members may elect to repair defective items at their own expense. ALDA will provide replacement parts when available and charge members only for the shipping costs.

¹ A copy accompanies this policy and can also be requested from the ALDA office.