

MAGMA WARRANTY

<https://www.magma-bags.de/d/magma-warranty.html>

Our expertise in engineering and manufacturing professional bags, cases and travel accessories asserts the quality of our products. All MAGMA products are manufactured from the highest quality materials and produced under the highest manufacturing and processing standards. Therefore, our products are second to none and uniquely distinguished from the competition. If you should still find any problems or have issues with your MAGMA product, you are welcome to contact our support team for immediate assistance, as we truly believe in our quality and service.

All MAGMA products are guaranteed with a Limited Lifetime Warranty for 1 year against manufactures defects in materials and workmanship such as defective sewing/stitching, defective zippers, straps, clips or buckles.

Please be aware that our warranty does not cover regular wear and tear or damages caused by improper transport, overload or misuse and self-repair/modification of the product by anyone other than MAGMA. This included normal wear and tear parts such as wheels, foams, finishes, carpets and paints.

Possible damages occurred on air travels (or on other carriers) are not covered under this warranty. Please make sure to do a damage claim with the carrier directly.

Please note that our warranty also does not cover consequential damages, such damage or loss of the equipment/content inside our product, personal injury, lost profits or revenue and other additional expenses.

Warranty only applies to the original purchaser of the product and only when the product was purchased from an official MAGMA retailer and not from unauthorized vendors selling through auction platforms or online market places such as ebay, Amazon etc.

In case of warranty issues we kindly ask you to contact your retailer where you have purchased the MAGMA product. All warranty claims must be made in written form, by mail or email, giving full product details and date of purchase. Before you return the damaged product please send a copy of your receipt and a photo of the defective product to your dealer. We will then determine if the product needs to be returned for approval or the issue is covered under our warranty.

MAGMA DJ-BAGS & ACCESSORIES / Geckwin e.K. reserves the right to revise its product warranty policy without notice.