

Return Policy:

You can return or exchange your item 30 days after it is received for any reason with proof of purchase, packaging and hang tags intact, and all items included. Note that the customer is responsible for shipping the item back to NOMATIC.

Soft Goods Lifetime Warranty Bag:

NOMATIC will repair or replace any of our products that become defective or non-functioning. Cosmetic wear is not covered.

To submit a warranty claim click the button below and fill out the form. Our warranty team will review your request and issue a warranty authorization number. With that number you will be responsible for shipping the item to our warranty facility where we'll determine if it will be repaired or replaced with the same, fully-functioning item in similar or better condition.

Note that the customer is responsible for shipping the item to the warranty facility and NOMATIC will cover any repairs/replacement and the shipping cost to get it back to you.

Luggage Lifetime Warranty:

We will repair anything that makes your bag nonfunctional. If you're feeling handy you can order one of our DIY repair kits for a \$10 handling charge, or you can ship it to one of our 3 US repair centers. The customer is responsible for the cost of shipping the bag to our repair facility and NOMATIC will cover the repair cost and pay to send it back to you. If it can't be repaired, determined at our discretion, we will replace the bag.

To submit a warranty request click the button below and fill out the form. Our warranty team will review your request, issue a warranty authorization number, and inform you of next steps. All bags must have a warranty authorization number before being sent to one of our repair centers.

Liability:

NOMATIC is not liable for damage to computers, cameras, equipment, clothing or anything in your surrounding environment as a result of using our products. NOMATIC is also not liable for bodily injury to yourself or others as a result of using our products.

Items purchased from unauthorized resellers are not covered by this lifetime warranty.

Proof of purchase necessary.