

Best in class warranty

We are committed to delivering high-quality, durable products. Our comprehensive luggage warranty includes coverage for manufacturing defects in materials and workmanship, as well as damage caused during flight or transport, including cracks, breakages, and wheel damage. Simply file a claim, and we'll replace it for you free of charge, it's just that simple, guaranteed.

Rigorous Quality and Durability Testing

Each luggage is subject to rigorous testing to ensure top-notch quality and durability. Our testing process includes:

- **Wheel Endurance:** Assessed for smooth rolling and long-lasting performance.
- **Wheel Drop Tests:** Conducted with multiple drops using varying weights to simulate real-world usage.
- **Trolley Resistance Test:** The extending handle is tested multiple times to ensure durability.
- **Tumble Test:** Simulates rough handling to guarantee protection for your belongings.

Suitcases Warranty Period

Our suitcases are backed by a 10-year warranty, offering extended protection and peace of mind for your travels.

What's Included

- Defects in material and workmanship.
- Damage caused during flight or transport, such as cracks, body breakages, and wheel damage.

What's Not Included

- Repairs conducted by unauthorized personnel.
- Normal wear and tear.
- Shipping costs for repairs or replacements.
- Damage resulting from misuse, abuse, neglect, or excessive force.

Abuse or misuse includes, but is not limited to:

- Intentional force, prying, crushing, or leverage applied to wheels, handles, or shell.
- Damage caused by sitting, standing, jumping, or placing excessive weight on the suitcase.
- Damage inconsistent with standard airline or transport handling.

Advice for Transport Damage

Immediately inspect your suitcase after transport handling. For damage during transport, we recommend you promptly file a claim with the responsible carrier.

Eligibility

This warranty is valid for the original purchaser or gift recipient.

Claim Process

For warranty claims, submit pictures or a short video with a brief description of the issue. We aim to resolve claims within 7 days of receipt.

Legal Rights

This warranty gives you specific legal rights, and you may also have other rights that vary by jurisdiction.

For any warranty claims please visit us at www.naftaliinc.com or email us at cs@naftaliin.com