

Cramer AT Tough™ Limited Lifetime Warranty

Cramer High Performance Gear is designed to be Athletic Trainer Tough (AT Tough™). Every buckle, zipper, and fabric choice is meticulously selected and then analyzed after rigorous lab testing. After it's built, we take it to the field and court to make sure it can handle real-world athletic training abuse. Only then do we put the High Performance Gear badge on it.

Our Warranty Promise

Unlike many manufacturers, Cramer offers this AT Tough™ Limited Warranty for the Product Life, not just the purchaser. Accordingly, if a problem occurs with this Cramer product (the "Product") and the problem is caused by manufacturing defects and workmanship, Cramer will, in its discretion, either fix or replace the Product in accordance with the warranty terms and conditions.

Cramer AT Tough™ Limited Lifetime Warranty

The Cramer AT Tough™ Limited Lifetime Warranty covers only manufacturing defects and does not cover any damage caused by misuse (such as transportation of unusual items), neglect, accidents, abrasion, exposure to extreme temperatures, solvents, acids, water, normal wear and tear or transport damage (by airlines for example) or damage to any contents you may have had in the Product. Normal wear and tear is the wear and tear caused by the expected use of the bag over an extended period of time. The end of a "Product life" is determined by several factors, including but not limited to: (i) if fabric (which makes up 90% of most Cramer High Performance Gear products) is discolored, degraded, de-laminated or deteriorated we may, in our sole discretion, determine this to be end of "Product life" and (ii) if a major component (such as a handle, wheel or zipper) fails due to excessive use we may, in our sole discretion, deem this to be the end of "Product life". Damage not covered under this Limited Lifetime Warranty that is repairable can be repaired for a reasonable rate and a fee will be charged for return shipping.

For warranty service you will need the original receipt of purchase. Cramer, in its sole discretion, will determine whether or not the problem is covered by the Limited Lifetime Warranty. If the warranty applies, you will be notified as to whether the Product will be repaired or replaced. Any such repair or replacement will be at Cramer's expense, including any costs required to return the repaired or replacement product to you. If the Product is to be replaced and the Product is no longer available, Cramer will substitute a comparable Cramer product. While non-warranty maintenance or repairs on your Product can be performed by any company, repairs requested pursuant to this warranty may only be made by Cramer. Improper or incorrectly performed maintenance or repairs void this warranty. Incidental and consequential damages are expressly disclaimed. Labor charges and damages attributable to work performed by anyone other than Cramer are not covered by this warranty. To the extent permitted by applicable law, any implied warranties are hereby excluded. The warranty provided herein is limited to the value of the Product. Manufacturing specifications are subject to change without notice. Products are designed only to prevent accidental opening and cannot necessarily prevent theft of the Product or its contents, breakage or entry by airline or airport personnel or governmental authorities. Inspect your Product immediately after handling by anyone other than you. If damaged in transit, submit a claim to the transit company (which is insured against damaging your product) at the place of arrival, if possible, before clearing customs. This warranty is intended to give you specific legal rights. In addition to the rights described herein, you may also have other rights that vary from state to state or country to country with respect to the exclusion or application of implied warranties, incidental and consequential damages and repair and replacement. Consequently, the limitations or exclusions specifically contained in this warranty may not be applicable to you. California State Law requires that all items sent for repair be clean. Accordingly, only clean items will be repaired by Cramer.

To contact Cramer via direct mail, our mailing address is as follows:

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1-800-345-2231

