

CROSSING WARRANTY CLAUSE – 30.07.2025

At Crossing, we are dedicated to crafting high-quality travel gear, accessories, and lifestyle items designed for durability and performance. We believe in providing clear and transparent information regarding our commitment to your satisfaction. Our comprehensive warranties reflect the confidence we have in our products and are designed to ensure their long-term functionality. Below, you'll find a detailed overview of our warranty coverage, with all periods commencing from your original date of purchase.

Luggages	10 Years, <i>applies to Gild, Groov, Invi, Noma, Ori, Reco, Stel, Supra</i>
Travel Accessories	1 - 2 Year, varies by product
Wallets & Small Leather Accessories	2 Years
Drinkwares	10 Years, <i>applies to Urban, Lucid, Volt, Neo, Lucid</i>

Making a Warranty Claim

To qualify for warranty coverage, a valid proof of purchase from an authorized retailer, detailing the product and date, is required. For added convenience and to streamline any future claims, we encourage you to register your Crossing products online after purchase. This allows you to conveniently store your invoice and warranty information without needing to retain physical documents.

Claim Assessment and Resolution

Should an issue arise, we will assess each case individually to find the best solution, which may include repair or replacement. We aim to restore functionality, though there may be cases where aesthetics is compromised. If your model is unavailable, we may offer a comparable product in another colour. All assessments and claim resolutions will be determined by our authorized repair agent.

Product Coverage

A. Luggage

Travel with confidence. We understand the importance of reliable luggage, which is why we back our products with a **limited 10-Year Warranty**. Explore freely, knowing Crossing luggage is meticulously designed and crafted to withstand your adventures.

Your Coverage in Detail

We have designed our warranty to provide peace of mind throughout your ownership.

1. First Year of Ownership: Seamless Protection

For the first 12 months from your purchase date, we offer comprehensive coverage.

This applies specifically to the outer shell of our hard case models, including the *Gild, Invi, Ori, Stel* series.

Should you notice any defects or damages specifically to the outer shell of your luggage, we will repair or replace your product if it's deemed unrepairable. All assessments and claims will be determined by our authorised repair agent.

2. Years 2-10: Enduring Reliability

From the second year up to the tenth year of ownership, our warranty covers manufacturing defects and material flaws that compromise functionality and durability. This includes:

- **Wheels**
- **Zipper Puller**
- **Locks**
- **Trolley System**
- **Handles**

We stand by the enduring quality of our craftsmanship for the long haul. The final assessment of what constitutes a manufacturing defect will be determined solely by our authorised repair agent. Due to design evolution, parts availability may vary. If we can't match your specific collection due to design enhancements, we will provide an alternative solution.

Our warranty does not cover damage resulting from:

- **Normal wear and tear:** This includes minor scratches, scuffs, fading, and general deterioration from everyday use.
- **Improper use or care:** Such as damage caused by accidents, neglect, or exposure to extreme conditions (e.g., excessive heat, harsh chemicals, water abrasion).
- **Unauthorized modifications or repairs:** Any alterations or repairs made by parties other than our authorized service agents.
- **Airline or transport handling:** Damage incurred during transit by airlines or other carriers, which should be claimed directly with the carrier.

Post 10 Years of Usage

We are grateful for your long-standing loyalty to CROSSING, however, please note that as we continually enhance our designs, replacement parts for models older than 10 years may no longer be available. Even if your warranty has expired, we are happy to provide you with an estimate for any needed repairs, help you file a claim with a third-party provider, or direct you to authorised repair centres so you can get back to your journey as soon as possible. We are committed to supporting you throughout the lifetime of your Crossing product.

B. Travel Accessories

The following travel accessories are covered by a limited warranty.

Crossing Digital Luggage Weighing Scale <i>CTA/080/9999/BLK</i> Crossing Single Travel Adaptor Plug	1 Year
Crossing Digital Luggage Weighing Scale Crossing Universal Adapters Crossing Inflatable Air Pump Neck Pillow Crossing Inflatable Air Pump Lumbar Travel Pillow Crossing Luggage Strap With 3 Dial TSA Lock Crossing Travel Adventure Belt with Side Release Buckle Crossing Travel Belt with Clip Buckle (One Size) Crossing Travel Belt with Loop Buckle	2 Years

Our warranty does not cover damage resulting from:

- Improper care or misuse of the product
- Excessive exposure to sunlight
- Use of inappropriate cleaning products
- Normal wear and tear, including:
 - Exposure to extreme temperatures, acids, solvents, or moisture
 - Fabric abrasion
 - Rips, tears, or cuts
 - Melted zippers or fabric
 - Stains from grease, oil, dirt, ink, etc.

C. Wallets & Small Leather Accessories

Our warranty does not cover damage resulting from:

- Improper care or misuse of the product
- Excessive exposure to sunlight
- Use of inappropriate cleaning products
- Normal wear and tear, including:
 - Exposure to extreme temperatures, acids, solvents, or moisture
 - Fabric abrasion
 - Rips, tears, or cuts
 - Melted zippers or fabric
 - Stains from grease, oil, dirt, ink, etc.

D. Drinkwares

Our warranty does not cover damage resulting from:

- Improper care or misuse: (e.g., accidental damages, using inappropriate cleaning products, or damages resulting from third-party alterations)
- Excessive exposure to sunlight
- Cosmetic variations: (e.g., minor variances in alignment, paint texture, and injection points)
- Normal wear and tear: Including:
 - Sticker residue
 - Rust
 - Mould
 - Stains
- Sensory aspects: (e.g., remnant odours, metallic or plastic smells, and tastes)

If you need more information and assistance regarding warranties, don't hesitate to contact us.

Please refer to this page for the most up-to-date and detailed information. We reserve the right to interpret the warranty terms at our discretion and that terms may be subject to change without notice.

Ensure your warranty information is backed up and receive faster support when you need it by registering your product on Crossing.