



FEATHERSTONE

Guarantee

Your purchase of a Featherstone suitcase within the UK is protected by a 5 year guarantee. This guarantee does not affect your statutory rights as a consumer.

How long does the guarantee last?

The Featherstone suitcase guarantee lasts for 5 years from date of purchase.

Which products are covered by the guarantee?

Only Featherstone suitcases are covered by the guarantee. Other Featherstone luggage items, including without limitation, wheeled holdalls, business backpacks, weekend bags and suit carriers are excluded from the guarantee.

How to return a faulty Featherstone suitcase

If your Featherstone suitcase was purchased from Argos within the previous 6 months, (or at Sainsbury's within the previous year) then please return the faulty item to store, together with proof of purchase, for a refund in accordance with our refund policy. Returns policy valid at the date of printing (February 2020).

What to do in the event of a claim on the guarantee?

- If your claim under this guarantee is within the store refund period (see above) please return your faulty Featherstone suitcase, together with proof of purchase to your UK store for a full refund.
- If your Featherstone suitcase develops a fault after the store refund period but within 5 years from purchase (the Guarantee Period), please return the item to a UK store for an exchange. If your claim under this guarantee is valid we will replace the returned item with one suitcase of equal size or value from our range. We're sorry but we are unable to offer a repair service or offer any contribution towards repair.

What's covered by the warranty?

product will be guaranteed for any unexpired term, starting from the date of original purchase to the expiry of this 5 year guarantee.

- Subject to the exclusions below, if your Featherstone suitcase develops a fault within the Guarantee Period, we will provide a replacement suitcase. Wherever possible we will provide a suitcase from the same Featherstone range and colour and of the same size but this is subject to availability and our suitcase range at the time of claim. We reserve the right to provide an alternative model.
- We will replace the faulty Featherstone suitcase but will not replace the rest of the any suitcase set (unless faulty).

What's not covered?

- We will not provide a cash refund for a Featherstone suitcase returned under this guarantee. Your statutory rights are not affected.
- Damage caused by wear and tear
- Damage caused by handling by transportation carriers or handling by the owner using equipment provided by a transportation carrier;
- Damage caused by scruffs or neglect;
- Damage caused by accident;
- Damage caused by temperature;
- Damage caused by liquids (for example, water, make-up or solvent);
- Damage to anything in or on the suitcase;
- Damage caused deliberately.
- Damage caused to locks if used incorrectly or forced.
- Other suitcases or suitcases in a set.

Do I need to register this guarantee?

There is no need to register this guarantee. In the event of a valid claim, please return the faulty Featherstone suitcase to a UK store for exchange. When claiming, valid proof of purchase must be provided. Please keep your receipt or other proof of purchase during the Guarantee Period.

What happens after a successful claim?

If your faulty Featherstone suitcase is replaced under this guarantee, your replacement product will be guaranteed for any unexpired term, starting from the date of original purchase to the expiry of this 5 year guarantee.