

Return to Vendor Policy

FILSON

Basic Policy Information

You may RTV a true defect of item found on sales floor. Their guarantee covers failure of materials failure of workmanship and craftsmanship, and manufacturer defect. If a customer comes in with a defect or damaged that fits their guarantee that seems to be a true defect of product you may RTV. If it seems that this item could be repaired you may send them to the website (see exceptions and warranty section).

Exceptions

As you may have read in our [Guarantee](#) and [Return Policy](#) about all Filson products, the workmanship, craftsmanship, and materials are protected against failure for the lifetime of the item. In the event your Filson item fails in one of these categories, oftentimes we can repair the piece. If the customer is interested in getting the item repaired direct them to the website

THEY DO NOT COVER: animal damage, chemical damage, damage caused by mishandling via airline or third-party shipping companies, extreme wear, third-party alterations and customer alterations, or using the item for use other than it's intended purpose. Likewise, fluctuations in fit, abuse of the product, factory seconds, and disregard for the product care instructions are not covered. Due to the unique nature of Filson Restoration Bags and Old Wolf branded items they cannot be replaced under our guarantee.

Vendor Requirements (Proof of Purchase, Etc.)

Proof of purchase from customer and proof of return, please

Warranty Links and/or Additional Information

<https://www.filson.com/customer-service/support-repairs.html>