

Return to Vendor Policy

LL BEAN

Basic Policy Information

YOU MAY RTV A **TRUE DEFECT** IN PRODUCT. PLEASE SEE THE EXCEPTIONS BELOW FOR SCENARIOS THAT THE VENDOR LL BEAN WILL NOT HONOR

Exceptions

- Products damaged by misuse, abuse, improper care or negligence, or accidents (including pet damage)
- **Products showing excessive wear and tear. Products differ, but generally, wear and tear is considered excessive if the product is nearing the end of its practical use, or just looks heavily worn.**
- Products lost or damaged due to fire, flood, or natural disaster
- Products with a missing label or label that has been defaced
- Products returned for personal reasons unrelated to product performance or satisfaction
- Products that have been soiled or contaminated, until they have been properly cleaned

Vendor Requirements (Proof of Purchase, Etc.)

PROOF OF PURCHASE AND RETURN TO MAST STORE. WE MUST HAVE **BOTH** OF THESE RECEIPTS TO PROVE WHEN IT WAS PURCHASED FROM MAST STORE AND WHEN IT WAS RETURNED TO FALL WITHIN THEIR 1 YEAR POLICY

Warranty Links and/or Additional Information