

Return to Vendor Policy

CAMELBAK

Basic Policy Information

You may RTV CamelBak products, but please read their descriptions of “lifetime” and “normal wear and tear”, they explain things very well:

Got Your Bak™ Lifetime Guarantee CamelBak has built its reputation by engineering products that exceed consumer expectations for quality and durability. The Got Your Bak™ Lifetime Guarantee covers all reservoirs, backpacks, bottles and accessories from manufacturing defects* in materials and workmanship for the lifetime** of the product.

CamelBak will repair or replace at its discretion any manufacturing defect in these products free of charge. The Got Your Bak™ Lifetime Guarantee does not cover damage caused by normal wear and tear***, accident (lost /stolen), combat damage, improper care or cleaning, non-standard usage or negligence. Product must be purchased from an authorized CamelBak dealer and should be returned to us for evaluation.

Our Got Your Bak™ warranty program covers CamelBak products that legitimately fail due to a manufacture defect. Use your judgment when assessing whether your product is likely to be covered under The Got Your Bak™ Lifetime Guarantee. We do NOT cover products that no longer work due to wear and tear. Wear and tear is damage that naturally and inevitably occurs as a result of normal use. Moving parts will wear out and fabrics will deteriorate and fade over time. And while we choose the best materials available for the application, all materials degrade over time with use and exposure to the elements. If after assessment, CamelBak determines your gear has exceeded its lifetime and deems the returned product ineligible for warranty repair or replacement, we will contact you to discuss available options we may have for you.

***Manufacturing Defects** A manufacturing defect exists if the product departs from its intended design. Defective materials (zippers, buckles, fabrics, etc.) or workmanship (seams, construction, etc.) are covered by The Got Your Bak™ Lifetime Guarantee for the lifetime of the product.

****Lifetime** The term Lifetime refers to the lifetime of the product. Unfortunately, this doesn't mean your lifetime or ours, but rather the lifetime of the components, fabrics and materials. While we choose the very best materials available to make our products as durable as possible, all materials degrade over time with use and exposure to the elements and a product's lifetime is a function of how much use it gets and how well it is cared for and not by how old it is.

*****Wear & Tear** Wear and tear is damage that naturally and inevitably occurs as a result of normal use. Moving parts will wear out and fabrics will deteriorate and fade over time. And while we choose the best materials available for the application, all materials degrade over time with use and exposure to the elements.

Exceptions

Please read the above warranty description from the company it is a thorough description of normal lifetime wear and tear.

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information