

## THE ABSOLUTE ASSURANCE GUARANTEE™

Since 1877 Hartmann has been committed to providing an impeccable level of construction and standards. As a leading luxury brand, our quality workmanship, finest materials and innovative designs allow us to stand behind our products.

We believe that a solid warranty ensures the durability, reliability and superior service that our products deliver. The following guarantee and commitment will accompany your purchase with a receipt date on or after February 1, 2010.

### **Absolute Assurance Guarantee™**

Hartmann promises to cover any and all damages to your product. We are devoted to providing the best service possible. The only contingencies not included in our warranty for repair are cosmetic wear, damage due to cleaning, lost or stolen bags and/or contents, and loss of time.

All repairs must be sent to Hartmann headquarters in order to benefit from our **Absolute Assurance Guarantee™**. You will be responsible for all shipping costs incurred when sending your bag for repairs.

### **Lifelong Commitment of Service**

At Hartmann, customer service is paramount. We are committed to ensuring that our customers receive prompt attention with any request or concern. This dedication to our customers' satisfaction has created strong brand loyalty and is a key element to Hartmann's position in the industry. For the life of your product, we promise to provide dedicated customer service and high quality repairs at no charge. You can contact our customer service department at 1-800-331-0613 or email [customerservice@pobox.hartmann.com](mailto:customerservice@pobox.hartmann.com).

### **Proof of Purchase**

In order to benefit from our **Absolute Assurance Guarantee™** you must present proof of purchase by store receipt and product registration or Global Recovery System registration.

*Collections included in the Absolute Assurance Guarantee™ are Belting Leather Luggage and Business Cases, Tweed, Wings, Intensity, Metropolitan, and Aviator Business Cases.*