

Quality 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.

Quality Assurance Guarantee

We pride ourselves in having the most extensive and rigorous testing procedures in the industry. While we expect you will not have any issues with your product, this warranty extends itself to cover any problems resulting from workmanship and/or defective materials. The **Quality Assurance Guarantee** does not include damage resulting from abuse, neglect, improper handling, or common carrier damage.

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 a reasonable cost. You can contact our customer service department at 1-800-331-0613 or email customerservice@pobox.hartmann.com.