

WARRANTY POLICIES AND REPAIR GUIDELINES

A. What is HABAGAT OUTDOOR EQUIPMENT Warranty Policy?

Thank You for purchasing a HABAGAT product. All new HABAGAT OUTDOOR EQUIPMENT products are fully warranted to the original owner against defects in materials and workmanship for the lifetime of the product. If a product ever fails due to a manufacturing defect, even after extended use, we will repair the product, without charge, or replace it, at our discretion.

This warranty does not cover damage caused by accident, improper care, negligence, normal wear and tear, or the natural breakdown of colors and materials over extended time of use and products which has been repaired or altered unless done or approved by HABAGAT. Damage not covered under warranty will be repaired for a reasonable rate and a fee will be charged for return shipping. This warranty extends only to the first consumer purchaser, and is non transferable.

For warranty evaluation, your product must be returned directly to HABAGAT OUTDOOR

EQUIPMENT & SERVICES INC., email us at marketing@habagat.com for shipping address. All shipping to Warranty must be pre-paid and insured. HABAGAT OUTDOOR EQUIPMENT cannot be liable for lost in-bound packages. It is required that products accepted for repair should be clean. Charges will be assessed if cleaning is necessary.

B. What does "Lifetime" mean?

Our products are covered under warranty, to the original owner, for the lifetime of the product. Unf

E. Will my HABAGAT product be repaired or replaced?

If your HABAGAT product fails due to a manufacturing or workmanship defect, our first option will be to repair the item, free of charge. If the product is not repairable, or if the cost of repairing the item exceeds the cost of a new one, we will replace it.

C. Are rips and tears covered by warranty?

Rips, tears, burns and holes are not covered under the terms of our warranty policy. We understand that even the best cared for backpack or sleeping bag can meet with an unforeseen or unexplained accident. If your product by HABAGAT becomes damaged, HABAGAT OUTDOOR EQUIPMENT will repair it for a reasonable charge.

D. Is normal wear and tear covered by the warranty?

We manufacture all of our products to meet our superior standards. However, regardless of how carefully you use, or how well you care your HABAGAT product, it will eventually begin to show age and wear.

E. Will my HABAGAT product be repaired or replaced?

If your HABAGAT product fails due to a manufacturing or workmanship defect, our first option will be to repair the item, free of charge. If the product is not repairable, or if the cost of repairing the item exceeds the cost of a new one, we will replace it.

F. How do I send my HABAGAT product in for repair?

Email us at marketing@habagat.com to obtain the address for shipping.

We would prefer that you send the item using a shipping method that will provide you with a tracking number, and require a signature upon delivery. Please make sure that the shipping is prepared and the package is insured for full replacement value.

To obtain service you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase. (b) a complete written description of the problem ; (c) the name of the Outdoor shop you purchased your HABAGAT product; (d) your complete name and, most importantly; (e) your complete email and mailing address (a place where someone will be available to sign for a package) and telephone number (landline and cellphone). Please mark the areas in question on the product with colored tape or masking tape, so we can find them easily, and make sure that your note describes their location.

Please send the product in clean. Soiled HABAGAT backpacks and sleeping bags (and all HABAGAT Products) will be sent out to a professional cleaning service prior to the repair, and we will assess an extra charge for that service. Also, sending out a product for cleaning adds an unexpected delay of two weeks or more. Products not clean enough to work on will be returned to you.

G. Should I insure my product when I mail it in?

Please insure your HABAGAT product for its full value when you send it to us. Use a shipping method that provides a tracking number and requires a signature upon delivery, to ensure that your product will arrive safely to HABAGAT OUTDOOR EQUIPMENT & SERVICES INC.

WEBSITE

www.habagat.com
info@habagat.com

CORPORATE OFFICE

Habagat Main
472 Archbishop Reyes Ave.
Lahug, Cebu City

CUSTOMER SERVICE BY PHONE

Telefax. No.: (032) 231 5651 / Tel. No.: (032) 412 23 10
Monday-Friday: 8:00 am - 6:00 pm
Saturday: 8:00 am - 12:00 nn
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H. Do I need a repair authorization number before I send my item in?

The HABAGAT OUTDOOR EQUIPMENT, Marketing Department does not require or issue return authorizations for items being returned for evaluation and repair. Once we receive your product, we will assign a repair order number to it, and we will notify you with the repair order number and an initial status report.

I. Who pays for shipping?

As stated in our warranty policy, the customer pays the shipping charges to send products to the Marketing Department. HABAGAT OUTDOOR EQUIPMENT will absorb the return shipping charges. Shipping charges for all non-warranty repairs are at the owner's expense.

J. How long will my repair take?

Our typical turn time is three to four weeks from the time we receive your product until it is returned to you. In some cases we can send it back to you sooner. In rare cases, it may take longer. During peak season our turnaround time can stretch to six weeks. If your product needs to be cleaned, you may expect up to two additional weeks before it will be returned to you.

K. What do repairs cost?

The cost of non-warranty repairs varies from one repair to another, depending on the cost of the materials and length of time it takes for us to do the repair. If you are concerned about the expense, you can ask us to notify you of the repair costs. After your product is assessed, we will notify you right away through email with a final estimate, and request that you call us to approve the charges. You may also give us a limit, i.e. "Please notify me if the repair charges exceed Php 500."

L. Can my product repair be rushed?

In special cases, if you need your repair back before the normal expected turnaround time, we can do a rush repair for you for no additional charge. To request a rush, please send your product to us by way JRS Express, 2Go, or some other speedy means. Please write RUSH in big letters on the box. Include a note, asking us to do a rush repair, with your complete name, address, email address and phone number (landline and cell phone). Please explain what the necessary repairs are, and give us the date you need your product back. We will do all we can to see that you have it back in time.

M. Why does my HABAGAT product need to be cleaned before I send it in?

We require that all items accepted for repair be received freshly laundered. We understand that this may be inconvenient, but we want to ensure the health and welfare of our Marketing department and the repair staff.

N. How can I find out the status of my repair order?

You can track your package with your shipper to determine if and when it has been delivered. Once we have received your HABAGAT product in the Marketing Department, we will inform you right away through email to let you know the status of your repair.

O. I have a broken/missing buckle. Can it be replaced?

If your buckle is broken or misplaced we would be happy to send you a new one with the cost of the item. You may contact us by calling (032) 231-5651 local 111 or 112. Please provide your complete name, email, contact numbers and address, along with a description of the buckle, including the width of the strap the buckle is attached to, in inches.

P. HABAGAT OUTDOOR EQUIPMENT Hours of Operation

Monday - Friday

8:00 a.m. - 6:00 p.m.

(032) 412-2310 / telefax (032) 231-5651

If you have further questions, please call us at (032) 231-5651 local 111 or 112

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