



3 Year Limited Warranty

Quality Assurance:

Nonstop products are tested to ensure that the travel products we offer meet stringent standards to withstand normal wear and tear. We understand there could be complications caused by manufacturing defects in material and workmanship and we are here to ensure your satisfaction. The warranty provided applies only to and extends for the lifetime of the first purchaser or gift recipient of the product within 3 years from the purchase date. Proof of Purchase is required to confirm the applicability of this limited warranty.

Defects & Damages

In the unlikely event that a problem occurs with your product because of a defect in materials or workmanship, we will repair your product or replace it at our expense if it is not able to be repaired. All replacements and repairs are subject to approval after nonstop customer service is contacted and photos are sent.

The Nonstop warranty covers defects in materials and workmanship, but does not cover damage caused by abuse, mishandling, accidental damage, inappropriate selection, lost or carelessness caused by an airline or other common carrier. During normal handling, your luggage may suffer abrasions, minor cuts, scratches, dents, or soil. Certain component parts such as wheels, bumper feet, handles, and exterior shell will show wear after its first use. This wear is expected and not covered under the 3 year limited warranty. Any Damages or labor charges attributable to work performed before contacting Nonstop customer service are not covered by this warranty. The warranty provided herein is limited to the value of the product and purchase price. If your item was replaced under warranty and not able to be repaired only the damaged size will be replaced. Limit of 1 replacement per size.

During your travels it is recommended that you examine your luggage carefully for damage before leaving the airport and immediately report any damage to the baggage service center of the airline on which you traveled. Damage caused by the airline is the airline's responsibility and must be claimed to the airline at the time the damage occurs. By not following this procedure, you risk that the damage will not be covered under airline policy or Nonstop's warranty. If you are dissatisfied after making your baggage claim to the airline,

please contact: customerservice@itravelnonstop.com and we will do our best to repair it for you at a nominal cost.

Damaged upon arrival:

We recommend that you examine your luggage carefully upon receipt of your order. If there are any visible issues, please notify customer service within 7 days about your purchase and we will replace your damaged product. Please

Email Customerservice@itravelnonstop.com with a detailed description of the issue, images of your defect, and order number and we will do our best to resolve the issue as quickly as possible

How to make a claim? Email: Customerservice@itravelnonstop.com with proof of purchase and images of the damage or issue.