



For customer service  
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THIS HEYS PRODUCT IS WARRANTED FOR 7 YEARS FROM ITS ORIGINAL PURCHASE DATE TO ITS ORIGINAL OWNER TO BE FREE FROM DEFECTS IN RELATED TO WORKMANSHIP. IF SUCH A DEFECT APPEARS, UPON PRESENTATION OF YOUR DATED PROOF OF PURCHASE AND THIS ORIGINAL WARRANTY TAG, THE LUGGAGE WILL BE REPAIRED WITHIN 30 DAYS OF ITS RECEIPT. THIS WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR, NOR ANY CONSEQUENTIAL DAMAGES, NOR DOES IT COVER REPAIRS MADE BY UNAUTHORIZED PERSONNEL. IT DOES NOT COVER DAMAGE CAUSED BY PUBLIC CARRIERS (AIRLINES, BUS, RAIL).

IF YOUR LUGGAGE IS DAMAGED BY CARRIERS YOU MUST CLAIM WITH THE CARRIER CONCERNED IMMEDIATELY. MOST AIRLINES WILL NOT ACCEPT BAGGAGE CLAIMS AFTER 48 HOURS. SO IT IS IMPORTANT THAT YOU CAREFULLY INSPECT YOUR LUGGAGE AFTER YOUR ARRIVAL AND MAKE ANY CLAIM WITH THE AIRLINE (BUS LINE, RAIL LINE) WHILE YOU ARE STILL IN THE STATION. HEYS USA INC WILL NOT ACCEPT ANY RETURNS WITHOUT PRIOR AUTHORIZATION BY OUR CUSTOMER CARE DEPARTMENT. LUGGAGE SENT TO US MUST BE PREPAID AND MUST HAVE OUR CLAIM# CLEARLY LABELED. WE THANK YOU FOR PURCHASING A HEYS PRODUCT.