

Warranty & Returns

Stormtech proudly guarantees the quality, craftsmanship, and performance of all our products. We are committed to offering the finest products and customer service available.



WHAT DOES THE FIVE YEAR WARRANTY COVER?

Stormtech products are fully warranted to the original owner against defects in materials and workmanship for a period of up to five years from the date of original purchase, excluding normal wear and tear. If a product fails as a result of a manufacturing defect within this five-year period, Stormtech will repair the product, without charge, or replace it at our discretion.

The Warranty period will not be extended or renewed due to subsequent resale, repair or replacement of the product.

WHAT ISN'T COVERED BY THE FIVE YEAR WARRANTY?

- Failure to follow the care instructions on the content/care label inside the product.
- Damages caused by accident, rips, cuts or tears.
- Damages caused by negligence, improper storage, abuse or misuse,
- Normal wear and tear and the natural fading of colors and materials over extended time and use, including any in-house decoration performed by Stormtech.
- Damages caused by improper decoration application.

HOW TO RETURN YOUR ITEM

For repairs and returns or other warranty questions, please contact us through your original point of purchase contact (store or distributor). If that is not possible, then all warranty questions and authorizations can be answered by contacting our Customer Service team:

Email: info@stormtech.ca

Phone: 1-866-407-2222

CONDITION OF REPAIR /RETURN ITEM

In accordance with Stormtech Health and Safety practice, as well as for the protection of our staff, all products must be cleaned prior to being returned to us. Products that arrive unwashed may be subject to a cleaning fee before assessments and repairs can be made which will delay the processing of your claim.

Damage due to wear and tear will be repaired at a reasonable charge.

HOW LONG DOES A WARRANTY ORDER TAKE?

Depending on the time of year, expect a 2-4 week turnaround.

WHO PAYS FOR THE SHIPPING ON PRODUCT RETURN?

All shipping to our Warranty Department must be pre-paid and insured. Stormtech is not liable for lost in-bound packages. **All warranty claims must be authorized prior to returning.** Stormtech will not bear any responsibility for unauthorized returns.

Stormtech is committed to providing the highest quality products and customer service in the industry. We take the concerns of our customers very seriously. It is your valued input that allows us to monitor product specifications and make improvements to our products.

If you have any other product concerns or suggestions, please contact us anytime. We appreciate your continued support.

Email: info@stormtech.ca

Phone: 1-866-407-2222

****PLEASE NOTE: This warranty does not cover Distributor Samples or products purchased at the Stormtech Factory Outlet store.**

Please contact the Stormtech Factory Outlet for additional warranty information:

FACTORY OUTLET

2550 Boundary Road

Burnaby, BC

Tel: 604.454.1492