

Warranty & Returns

American Green Travel luggage: ten years*

American Green Travel accessory: one year*

Puiche : ten years*

AMKA: one year*

American Sport Plus: one year*

ArgoSport: one year*

*All warranty is limited to manufacturing defects and begins on the date of purchase. However, we don't provide warranty or replacement (whether in parts or as a whole) for damages caused by wear and tear.

You'll need to have your unique warranty number before you begin. To get the warranty number, please [click here](#) to register your purchase. To submit a damage claim, please [click here](#).

What does manufacturing defect mean?

A manufacturing (or product) defect typically includes construction, material, and design of the item. The best way to determine if a product you've purchased has manufacturing defect(s) is by checking it as soon as you've received it. Please be aware of the return policy of the store you purchased the item from.

Examples of manufacturing defects are improperly attached wheels, broken zippers, improperly attached telescopic handle, loose stitches, and devices (like our luggage scale) failing to turn on.

In general, if a product breaks down even before it's used, or after two or three short travels or one long-distance travels, it would most likely be a manufacturer defect. However, all the claims, whether it's returns or warranty, are reviewed manually and on a case-by-case basis.

Think of it this way: issues such as ill-fitting wheels, loosely-stitched zippers, or strap buckle that breaks with the slightest touch, may fall under the manufacturer defect category; issues such as broken or detached or broken wheels, scuffs or stains on the exterior, broken zippers, and puncture marks on the shell or inner lining are damages most likely caused by the carrier's negligence and or improper customer handling.

If your luggage has worked perfectly fine but comes out broken on the conveyor belt at the airport, you'll need to contact their airline to open a claim. The same goes to cruises and buses.