



Granite Gear Warranty - Repair
2312 10th Street
Two Harbors, MN 55616

Granite Gear offers a limited lifetime warranty (to the original owner) for the lifetime of the product against defects in the materials or workmanship under normal recreational use. If your Granite Gear product fails due to material or manufacturing defect, we will repair or replace it at our option. ****Wheeled products are warranted for 5 years from date of purchase.****

In order for your request to be processed in a timely manner, the form below must be included with your item(s) shipped or your email. We ask that any items being sent to us for repair/warranty are in clean condition. Please remove any personal items. If you are sending your item to us for repair you can save on shipping costs by removing the hip belt, shoulder straps, frame sheet. (Anything that is not a part of the repair or issue in question.) Granite Gear suggests that the sender ship the item(s) in a way that can be tracked as we will not be liable for any in-bound packages that are lost. Granite Gear Customer Service will contact you when your claim has been received and completed. Tracking information will be provided at time of shipment.

For international repairs or warranty claims we ask that you reach out to the original retailer or distributor. Shipping costs, duties, taxes for any warranty/repairs claims that are outside the 50 states are the responsibility of the customer.

If you have any questions you can contact Customer Service at 1-800-222-8032 X2 or info@granitegear.com.

Warranty Repair

Name: _____

Order Number: _____

Return Address: _____

Phone (daytime): _____ Email: _____

Item(s) : Model _____ Size _____ Color _____

Model _____ Size _____ Color _____

Where/when did you purchase this item(s)? _____

Describe below the damage that has occurred: _____
