



Warranty, Returns and Cancellation Policy

Warranty

We guarantee that the materials and workmanship in all of the products we make will stand up to the use for which they are designed. Any defects in the materials or workmanship are covered for 12 months. If there is a manufacturing defect in your merchandise, ship it back to us within 30 days of receiving the item(s) and if Skboot determines that a product has a material or manufacturing defect, we will replace it.

Our warranty does not cover normal wear and tear, misuse, accidents, or the natural breakdown of materials over time. If you need any repairs for these reasons, we would be happy to do them at a reasonable charge. Just email us at customerservice@skboot.com with your contact phone number and the nature of your fault and we will have a representative call you within 48 hours.

Returning an Item

Returns are acceptable within 30 days and freight refunded in the following instances:

- The item is defective
- The item received is not the ordered item.

In all other instances, for example:

- you have simply changed your mind, or
- the NHG does not fit your helmet,

we will accept returns within 30 days providing the products have not been used and tags and accessories are all in place. Freight will be the responsibility of the purchaser. Refunds will be issued by check or via Paypal and will be the cost of the bag, less any credit card and freight charges.

The return address for Australian customers is:

Horner's of Sorrento
Sorrento Shopping Village | Shop 11/20 Bundall Road | BUNDALL QLD 4217

Skboot bag returns

Returns are not acceptable for the following reasons:

- It does not fit in an overhead locker of an aircraft, as at no point do we say that this item is carry on (for further explanation, please see our FAQ <http://www.skboot.com/products/skbootbagfaq.htm>)
- It does not fit your boots and helmet (because both are very large).

Cancellations

All shipped orders are processed within 1-2 business days. Once an order has been processed, we are unable to cancel the order. However, you may refuse the merchandise upon delivery. A refund will be issued once the merchandise is returned to the above return address. If you have received the merchandise, you must follow the policy set forth above.

Australia:

T: +1 801 588 9828 USA | F: +1 435 214 7558 USA | E: orders@skboot.com

www.skboot.com

Shop 11/20 Bundall Road, Bundall Qld 4217