

LIMITED WARRANTY POLICY AND GUIDELINES

The North Face® branded products covered by this warranty are warranted to the original owner against manufacturing defects in materials and workmanship for the lifetime of the product, except for footwear, which instead is covered by a one year warranty. This warranty applies to all The North Face branded product except eyewear, bicycles, limited-edition collaboration product not made by The North Face, product marked as not covered by warranty on the product's packaging, hangtag and/or label, or product purchased from an unauthorized dealer or seller.

If your product covered by this warranty fails due to a manufacturing defect we will repair it without charge, or replace it, at our discretion. Only original, unaltered and unmodified items and workmanship are covered. This warranty does not cover damage caused by accident, improper care, negligence, normal wear and tear, or the natural breakdown of colors and materials over extended time and use. Damage not covered under warranty may be repaired for a reasonable rate and a fee will be charged for return shipping.

The products eligible for the lifetime warranty are covered to the original owner, for the lifetime of the product. Unfortunately, this does not mean your lifetime. Your The North Face® sleeping bag may not survive to the ripe old age of 70. (But we have heard from folks whose well-loved and cared for 1973 Superlight sleeping bags are still going strong!)

For warranty evaluation, your product must be returned directly to The North Face® Warranty Department, 2321 N Loop Road, Alameda, CA 94502 with a Warranty Return Form. All shipping to Warranty must be pre-paid and insured. The North Face® will not be liable for lost in-bound packages.

Our policy requires that products accepted for repair be clean. Charges will be assessed if cleaning is necessary or product may be returned to you if it cannot be adequately cleaned.

This warranty is only available in the United States and Canada.

The North Face is not responsible for direct, incidental or consequential damages for any reason including damage resulting from a breach of a warranty or condition such as scratches in a device surface, lost data or lost or destroyed personal property. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations on the duration of the warranty may not apply to you.

This warranty gives you specific legal rights; you may have other rights, which vary from state to state.