

# WALT

## Otter Waterproof Bag Limited Lifetime Warranty

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### Limited Lifetime Warranty for the Otter Waterproof Bag:

This Limited Lifetime Warranty ("Warranty") is provided by Walt Gear (Pty) Ltd with registration number 2020/439668/07 ("Manufacturer" / "Walt") to the original purchaser ("Customer") of the Otter waterproof bag ("Product"). This Warranty is effective from the date of purchase and covers defects in materials and workmanship under normal use conditions.

### **In order for your warranty claim to be approved, the following conditions must be met:**

- You must have purchased the product from a Walt website, store, or authorized dealer;
- You must provide proof as to the date of purchase from the Walt website, store or authorized dealer;
- You must return the product to Walt; and
- You must have used the product only as intended and in accordance with the product's care instructions.

If a defect occurs as a result of the Product's intended use according to the care instructions, we will replace or repair, at our discretion, without charge, the defective Product or part. We may make changes to the Product and its designs in between the time you purchased your Product and submitted a warranty claim. Products replaced under this warranty may or may not incorporate these changes. Where we opt to replace the Product under this warranty we will make every effort to replace the Product with a similar version, but we cannot guarantee their availability for replacement. Any limited edition or discontinued version of the Product that cannot be replaced with an identical product will be replaced with a similar or equivalent model or colour, based on availability, should Walt decide to replace the Product pursuant to the Warranty.

### **Coverage:**

Manufacturer warrants that the Product will be free from defects in materials and workmanship under normal use conditions.

**This Warranty does not cover damage / defects resulting from:**

- Accidents;
- Misuse;
- Abuse;
- Negligence;
- Improper care;
- Improper maintenance;
- Modifications and alterations;
- Third-party mounts and accessories;
- Repairs;
- Replacement parts;
- Punctures;
- Scratches;
- Saltwater corrosion;
- The natural breakdown of colours and materials over extended time and use;
- Cosmetic damage;
- Normal wear and tear; and/or
- Any consequential or incidental damages.

**Remedies:**

If a defect in materials or workmanship is discovered during the Warranty period, Manufacturer will, at its sole discretion, repair or replace the Product free of charge. The decision to repair or replace will be based on the extent of the defect and the feasibility of correction and will be in the Manufacturer's sole discretion. The decision whether a defect or damage of the Product is covered by this Warranty will be in the Manufacturer's sole discretion.

**Submitting a Warranty Claim:**

To make a claim under this Warranty, Customer must provide proof of purchase and contact Manufacturer's customer service within the Warranty period. Customer can contact [info@waltgear.co.za](mailto:info@waltgear.co.za)

**Shipping Your Return:**

If your warranty claim is approved, you will be supplied with a reference number and a pre-paid courier waybill. Please do not ship your product to us prior to receiving your reference number.

**We recommend the following guidelines when shipping your return:**

- Pack your item securely in adequate cardboard packaging to ensure there is no damage to the returned product during transit.
- Insert any related paperwork inside your box.
- Clearly mark the package with your return reference number.
- Attach your waybill to the package.
- Ship your return based on the waybill provided.

If you choose to use your own courier, please clearly mark the package with your return reference number. We recommend selecting a service that allows for package tracking and keeping the tracking number for your records. Any additional return shipping costs are non-refundable. Note that Manufacturer will not be liable for your courier/shipping costs should you opt to make use of your own courier.

**Limitation of Liability:**

To the maximum extent permitted by law, Manufacturer's liability under this Warranty is limited to the purchase price of the Product. Manufacturer shall not be liable for any indirect, incidental, or consequential damages.

**Disclaimer of Other Warranties:**

This Warranty is the sole and exclusive warranty provided by Manufacturer, and there are no other warranties, expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. No Walt reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. Walt's sole obligation under this warranty shall be replacement or repair at its discretion of non-conforming products.

**Governing Law:**

This Warranty is governed by the laws of South Africa.

**Modifications:**

Manufacturer reserves the right to modify or amend this Warranty at any time without prior notice. Any such modification will be effective immediately upon posting on [www.waltgear.co.za](http://www.waltgear.co.za).

By using the Product, the Customer agrees to be bound by the terms and conditions of this Limited Warranty.

Walt Gear (Pty) Ltd  
1 November 2024