



# WARRANTY AND REPAIR FORM

THE RED OXX "NO BULL" LIFETIME WARRANTY  
PROUDLY HAND CRAFTED IN AMERICA

If you should experience a defect, in either materials or workmanship, or unexpected damage to your product, Red Oxx will repair or replace the product for free.

Please use this warranty form, fill it out online, print the completed form and include it in the box with your product.

**Warranty Instructions below.**

- ▶ Products must be clean and free of debris. Dirt and debris can damage our equipment during the repair process. For instructions on how to clean your bag, visit: **How to clean your bag**
- ▶ A cleaning fee of \$25 will be billed for bags determined to be unfit for use on our equipment.
- ▶ Shipping to and from Red Oxx is at the customer's expense. Ship your item with a carrier that provides tracking. Insurance is encouraged.
- ▶ Upon receipt, products will be inspected, repaired and shipped back to you within 30 days of inspection. Warranty repair services are free.
- ▶ If our Warranty Inspection Team determines your product to be non-repairable, we will replace the item for free.
- ▶ Please Note: Out of stock replacements may take up to 21 days to complete. Red Oxx does not offer a product loaner program.
- ▶ Once your product has been repaired or replaced, your credit card will be billed up to \$15 UPS Ground for the return shipping or \$30 USPS Priority for International locations. You will receive an email from **shipping@redoxx.com** with a link to tracking information. (Please whitelist this address in your email client to avoid SPAM routing.)
- ▶ Allow 10 business days for return shipping. Shipping times vary by zone. For UPS transit map **CLICK HERE.**
- ▶ Red Oxx is not responsible for personal items included with the product, such as tools, keys, etc. Be sure to remove your "treasures" before shipping your item for warranty service.

**Red Oxx Product(s) Name** \_\_\_\_\_

**REPAIRS REQUESTED** Please type in your repair request before printing the form out.

**YOUR RETURN ADDRESS** Please type in your contact information before printing the form out.

**If your Billing and Shipping information are different** or you need assistance with the warranty process please call us toll free at **1-888-733-6999** or email us at **info@redoxx.com**.

## Billing and Shipping Information:

**Name on Credit Card** \_\_\_\_\_ **Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State/Prov.** \_\_\_\_\_ **Country** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**Telephone** \_\_\_\_\_ **E-mail** \_\_\_\_\_

**Credit Card Type** \_\_\_\_\_ **Credit Card Number** \_\_\_\_\_

**Expiration Date** \_\_\_\_\_ **Card Verification Number** (3 Digit number on back of Credit Card) \_\_\_\_\_

If you need assistance with the warranty process please call us toll free at **1-888-733-6999** or email us at **info@redoxx.com**

**From:**

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**TO:**

**Red Oxx Mfg. [ ATTN: WARRANTY ]**  
**310 North 13th St.**  
**Billings, MT 59101**  
**USA**