



Built to last.

High Sierra backpacks are engineered to withstand punishment, no matter how bumpy the journey. Sturdy enough for the outdoors and stylish enough for the daily grind, they're designed to handle everything from water bottles and yoga mats to laptops and smartphones. And they're backed by a new lifetime warranty, because we want you to be just as confident in their long-lasting quality as we are.

Q. Which bags are covered?

A. The warranty covers non-wheeled bags, including non-wheeled backpacks, business cases and duffels. Wheeled backpacks, wheeled business cases, wheeled duffels and wheeled luggage are excluded.

Q. Who receives the warranty - the distributor or end user?

A. Leed's will cover the warranty for the end user who receives the bag as a gift or part of a promotion.

Q. Does the warranty cover the decoration?

A. No. The warranty only covers the bag, as is standard procedure with other products.

Q. The warranty states the warranty is a "limited" lifetime warranty. What does that mean?

A. This means the warranty covers manufacturer defects or material defects under normal recreational use. This is a standard disclaimer on most warranties. It would exclude someone who was using the bag for an unintended purpose, such as hauling bricks or weight training. If a seam tears or handle rips from normal day-to-day use in transit to an office or traveling as a result of a manufacturing defect or quality issue in the material, then it would be covered.

Q. How does someone make a claim on the warranty?

A. The person should follow the standard procedure we have in place for all of our products. The request might come from a distributor, and we often get calls redirected to us from High Sierra.