



WARRANTY POLICY

Terms

*Our warranty applies only to the original purchaser and only for items purchased from an authorized Mobile Warming Dealer or Authorized distributor retail partner.

Limited Two Year Warranty (Garment)

When you purchase a Mobile Warming brand product from an authorized Mobile Warming retailer within the United States or Canada both the construction and electrical heating components of the product are warranted to be completely free from factory defects in materials and workmanship for two (2) year from the date of purchase. If any failure in the construction or the heating function of any Mobile Warming product purchased from an authorized Mobile Warming dealer within the United States and Canada occurs due to the manufacturer's defect within two years of the purchase of the product, the product will be repaired at no charge.*

90 Day Rechargeable Battery & Charger Warranty

Mobile Warming Gear rechargeable Lithium-ion battery packs and chargers are under warranty from factory defect for 90 days from the initial purchase date. Mobile Warming will repair or replace any battery or charger found to be defective under normal use within the 90 day warranty period.

*Costs associated with shipping the item in under warranty is the responsibility of the purchaser.

Warranty Exclusions

Any damage caused to any Mobile Warming products by misuse, abuse, improper care, accident, normal wear and tear, and or the natural breakdown of materials over an extended period of time and use are not covered in this warranty. Any alterations or repairs (attempted or otherwise) performed on any Mobile Warming product voids any and all warranties offered by Mobile Warming for that particular item. Mobile Warming products are technical athletic apparel and is not intended for use as work wear or for use in strenuous or demanding circumstances or extreme conditions.

How to initiate a Warranty Claim

First, please ensure that your product is covered under warranty according to the terms above. Then simply have a digital copy of your dated proof of purchase ready and contact our friendly customer service team at info@mobilewarming.com, informing us that you would like to initiate a warranty claim for repair, briefly explaining the nature of your claim, with your dated proof of purchase attached. Our customer service team will then follow up with you within two business days of receiving all of the necessary information with an email containing a Return Authorization number, return instructions and the return shipping address in order to return with your defective item.