

G-Star Raw eStore B.V. (“G-Star”)
Joan Muyskenweg 39
1114 AN, Amsterdam – Duivendrecht
The Netherlands

TERMS AND CONDITIONS

Limited Lifetime Warranty

All G-Star’s products in the *Wear Your Denim Till The End Capsule Collection* (the “Products”) are covered by a Limited Lifetime Warranty, subject to the terms and conditions set forth below.

If your Product is covered by this warranty and fails due to a defect that is attributable to normal wear and tear as a result of ordinary use or the natural breakdown of materials due to extended use over time and the repair is covered by this warranty, we will repair the Product without charge. If the damage cannot be repaired G-Star may replace the Product, in its sole discretion, while stock lasts. If the Product cannot be repaired and is out of stock, your Product may be replaced with a similar product or you may receive a refund or voucher, at G-Star’s sole option. Only original, unaltered and unmodified Products are covered by this Limited Lifetime Warranty.

Limitations and exclusions

The Products that are eligible for the (limited) Lifetime Warranty, are covered so long as the Products are still with the original owner, and only for the lifetime of the Product. In order to demonstrate this, G-Star may ask you for the original receipt. Your G-Star Product has a life expectancy of 25 years from the date of purchase.

A maximum of one (1) G-Star RAW Product per person may be presented for this warranty. Other G-Star RAW garments are excluded from this offer. It does not matter where the Products were purchased, as long as they are authentic G-Star RAW Products. This warranty does not cover damage caused by accident, improper care or use and intentional or negligence acts from the consumer or third parties.

After you have returned your Product back to G-Star Raw in accordance with the “Returns” section below, we will assess the damage. If it is one of the repairs listed below, our tailor will repair your jeans.

- Repair broken zipper/place new zip;
- Repair seam inside leg and crotch;
- Repair worn hem of the trouser leg;
- Reattach button/attach new button.

G-Star will reimburse the certified tailor for the cost of the repair but the agreement governing the repair is solely between you and the certified tailor. G-Star shall not become a party to the agreement and G-Star RAW shall not be responsible or liable for the performance of repairs, damage to or loss of the jeans, or personal injury resulting from the repair of the jeans.

G-Star RAW staff is excluded from participation.

Returns

We ask you to contact G-Star's customer service via: support@g-star.com. A fee will be charged for return shipping.

Miscellaneous

This Limited Lifetime Warranty is governed by Dutch law. All disputes shall be brought before the competent court of Amsterdam, the Netherlands.