

Spartan is committed to providing quality products. All our products undergo vigorous independent testing for: Abrasion resistance, Tear Strength and Colour Fastness to light and water. We use man made material that will not break down of its own accord. All Performance backpacks from March 2011 come with a Lifetime Warranty. Our Attitude range of bags are covered by a three year warranty. Whilst our Sports bags come with a one year warranty. Proof of purchase is required.

In the unfortunate situation that a product does not stand up to our specified requirements, we are proud to stand by our products. At all times our commitment is to you, our customer. We support you.

The Spartan warranty does not cover misuse or abuse of product, including natural wear and tear, or non-manufacturing faults. Please note that products in the following condition will be void of warranty:

- School bags from which straps have been cut off or permanently removed
- Any backpack showing clear evidence of incorrect wear by the user
- Any used bag with cuts in the fabric
- Any bag with holes and scuff marks due to dragging the bag
- Any bag that has been not followed the cleaning instructions (machine washed or immersed in soapy water)

**Please note:** Used bags that are dirty, smelly and/or contain left-over food items will not be accepted for assessment due to Occupational Health & Safety Guidelines

Date		
School		
Bag owner's name		
Contact Phone number		
Style of Bag		
Fault – <i>be specific and include location</i>		
Date of Manufacture		
Has proof of purchase been attached		
<b>BAG ASSESSMENT – <i>For office use only</i></b>		<b>Please tick</b>
<b>Manufacturing Fault</b>	<i>The damage to this bag is a manufacturing fault and a replacement will be provided</i>	
<b>Not due to a Manufacturing Fault</b>	<i>This bag has been misused/abused to have sustained this damage which is not covered by warranty</i>	
<b>Not deemed to be a manufacturing fault – Normal wear and tear</b>	<i>The damage to this bag is not a manufacturing fault but due to wear and tear</i>	

