

WARRANTY INFORMATION

Note: Our warranties apply only to the original purchaser and only for products purchased directly from a Gerbing's authorized dealer.

Register your Gerbing's product by [clicking here](#).

LIFETIME warranty on the heating elements!

Some people who are new to our heated clothing naturally worry about how well the heating elements will wear over time. No matter how often you crumple your heated clothing to fit in a stuff sack, no matter how many years you own your heated clothing, we are confident that our heating system will continue to function flawlessly. How confident? The answer is a lifetime. To quote from our warranty card:

When you purchase a Gerbing's heated garment within the United States, the electrical components of the garment are warranted to be free from factory defects in materials and workmanship for the lifetime of the garment.

OK, so how well does this warranty work in practice? As best as anyone at Gerbing's can remember, our record to date is 16 years. In 1998 we had a customer return a jacket purchased in 1982. After 16 years of use, one of the heating wires had finally loosened, resulting in a cold spot at the front of the jacket. Within two days of receiving the jacket, we had opened it up, secured the broken connection, further strengthened the remaining connections, and returned the jacket to our customer. The only cost to our customer was shipping and handling.

Over a quarter of century of experience gives us an understanding of what you need and how best to provide for your needs. For Gerbing's, lifetime really does mean lifetime.

General One-Year Warranty

The non-electrical components of our clothing are warranted for one year after purchase. To quote from our warranty card:

All other [non-electrical] components of the garment are warranted to be free from factory defects in materials and workmanship for a period of one (1) year from the date of the initial purchase.

You find anything wrong with the sewing or materials of any clothing you buy from us within the first year that was due to our negligence or mistake, or if any problem develops during the first year due to our negligence or mistake, we will fix it for free. All you do is pay for the shipping and handling.

30-day Return Policy for Sales Direct from Us

Some customers are hesitant to buy clothing over the phone because of concerns regarding fit, color, and other aspects that cannot be verified until the garment is worn. Rest assured that if you dial 800.646.5916 and order heated clothing direct from us, you can return any product you purchased from us for a full refund within 30-days of the purchase. Of course, the product needs to be in new condition, but if you find

problems with the fit, color or whatever, you can always exchange or receive a full refund within the 30-day period. The reason for a return is yours and yours alone.

3-year Warranty on Temp Controllers and Accessories

Gerbing's Temp Controllers and electrical components of Accessories are warranted from factory defect for three years from the date of the initial purchase. Any alteration of the product voids the warranty.

90 Day Warranty on Rechargeable Batteries & Chargers

Gerbing's rechargeable Lithium/NIMH battery packs and chargers are warranted from factory defect for 90 days from the initial purchase. Any alteration of the product voids the warranty. Special care should be taken to prolong the life of your battery. It is important that you charge your battery regularly and that you maintain at least 25% of your battery power when not in use or left idle. Batteries must only be used with products with an amp rating less than the maximum capacity output rating for the battery. Gerbing's will repair or replace any battery or charger found under normal use to be defective during the warranty period. Our warranty does not cover damage caused by misuse, accident, abuse or improper care.

Directions for returning items under warranty

- Before sending in product, make sure that it falls under warranty.
- Any clothing product sent back for repairs must be WASHED or it may be returned at customer's expense.
- When completing Return/Exchange form, be sure to provide a phone number.
- Allow 2-4 weeks for repairs to be returned.
- Include a copy of original receipt with package