

Warranty conditions

Felidae (Europe) GmbH provides a three-year warranty on material and workmanship for all School-Mood schoolbags from the date of purchase. The warranty starts at the date of use (school enrollment) and is valid within the territory of the European Union and Switzerland.

For all schoolbags of the brand School-Mood, bought after 01.01.2015 and registered at our website within six months after purchase, we provide an extended warranty for four years on material and workmanship. Your statutory rights of material defects, which you are entitled to for a period of two years from delivery of the purchased item, are not restricted by the above guarantee. The legal rights of material defects are regulated in § 437 BGB.

If the buyer finds material or manufacturing defects within the warranty period and returns the product to the retailer or directly to Felidae (Europe) GmbH prior to expiration of the warranty, Felidae (Europe) GmbH will correct the defect or replace the product with a defect-free product. Felidae (Europe) GmbH has the right to decide on the nature of the corrective action. If the model complained about is no longer available, we reserve the right to exchange it for a successor model with a different motif. Damage that is not covered by the guarantee can be repaired by Felidae (Europe) GmbH for a fee.

The warranty does not cover normal wear and tear or damage caused by improper handling, accidents, chemicals or extreme temperatures. Also, the warranty will not apply in the event of repairs by the customer or third parties without the prior written consent of Felidae (Europe) GmbH. The guarantee does not include any accessories for the school bags, such as gym bag, pencil case including filling, pouch, neck wallet, patchies and lunch box.

In the case of a warranty claim, returns are free of charge for you within Germany.

In the event of a warranty claim, the warranty period is not extended.

If you would like to make a warranty claim, it is necessary that you hand in the product with the original purchase receipt to your retailer or send it with sufficient postage to our customer service address:

Felidae (Europe) GmbH
Customer Service School-Mood
Pagenstecherstraße 31A
D-49090 Osnabrück
Germany

For any questions please send an email to info@school-mood.com or call us at +49 (0)541-911716-0.

school-mood.com

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PASST ZU UNS!