

Briggs & Riley Retail Return Policy (InMotion Entertainment Group, LLC)

How To Return or Exchange Your In-store Purchase

We will gladly return or exchange your store purchase within the applicable return or exchange period of 30 days from date of purchase, we are unable to offer returns for monogrammed products.

- Your original sales receipt
- All original package contents
- Items must be free from damage, and in like "new" condition

The Customer is responsible for return shipping and insurance on returns, except when defective or miss-shipped products are sent. We recommend you insure the package and keep the shipping receipt on hand until credit is issued.

Refunds

Refunds will be made using the same payment method as the original purchase.

- Cash Refunds over \$50 will be made via check within 10 business days from our corporate office.
- Credit card purchases will be issued a refund using the original card. Please allow 7-10 business days for processing of your return.

Briggs & Riley reserves the right to ask for a valid government-issued photo ID in connection with any return or exchange.

Non-Refundable Items

Non-Refundable items include: charging devices/cables, pillows, and travel accessories. These items can be exchanged only if they are defective or incompatible. Unopened/sealed items are acceptable for return.

Repairs

SIMPLE AS THAT™ GUARANTEE

Our 'Simple as that' warranty will cover the repair of all functional aspects of your Briggs & Riley bag for life. We will continue to repair your bag even if you decide to purchase a new Briggs & Riley product with the latest performance innovations.

Naturally, our warranty does not cover cosmetic wear or cleaning due to odors or stains, nor does it cover the replacement of lost, stolen, or damaged bags and/or its content. If your bag or its contents are damaged by an air-

line and you wish to hold them responsible, we suggest that you file a claim with the carrier before leaving the airport.

If you choose not to do this and instead wish for us to repair your bag, we will be happy to do so at no charge. Due to the nature of certain types of repairs and normal wear and tear, it is not always possible to return your bag to its original condition.

Can I Order Parts To Repair My Bag?

Have a bag that needs a quick fix you could do yourself with the right parts and tools? With our self-repair kits you can avoid the time and hassle of shipping your bag to us. Simply choose the parts in need of repair and we'll promptly ship everything direct to you anywhere in the United States (including Alaska and Hawaii). Ground shipping is on us. You just pay a small \$10.00 handling fee per kit. Fast, easy and convenient, that's the Briggs & Riley way.

If you can't find the Self-Repair Kit that you are looking for, please call our customer care representatives at 1-877-745-3978 or via email at customer care@briggs-riley.com

Defective Items

If an item is found to be defective within the thirty 30 days from date of purchase it may be exchanged for a new item, providing the original package contents and transaction receipt accompanies the item.

First Class Delivery

In-store purchases made and then direct shipped to your address can be returned through the Customer Service Department with acceptable Return Authorization Number. Shipping is the responsibility of the customer and non-refundable. Please contact support@inmotionstores.com or call us at 1-877-383-TOGO.

Receipt Request

If you would like to obtain a copy of your receipt, please contact Customer Service at 1-877-383-TOGO or via email at support@inmotionstores.com.

Briggs & Riley Discretion

Briggs & Riley reserves the right to deny any return if conditions of this Return Policy are not met and/or if items are used outside of the manufacturer's specifications. For more information about our company, please go to: www.briggs-riley.com.