



Return Policy

Samsonite guarantees total customer satisfaction. If you are not completely satisfied with your online purchase, you may return unused merchandise within 90 days of the original shipped date for a prompt refund. Shipping and handling charges are not refundable unless the product arrived damaged or the incorrect product was shipped. Returns on Buy one Get one Free promotions will be prorated across all qualifying items and applied to the amount of refund or credit. Please allow 14 business days for us to process your return. Please allow 1 to 2 billing cycles for the credit to show up on your credit card statement.

If you return any part of your order and that order was part of a promotion, any refund may be reduced.

Colors displayed on our website may vary from the actual fabric color due to screen resolution or individual interpretation. We make every effort to ensure that the images on our site accurately represent our products. We are available for Chat support or you can email us

at costconext@samsonite.com if you have any questions regarding a product prior to purchase.

Online Return Instructions

We offer easy return shipping with a pre-paid return label. A one time, once per order, cost of return shipping will be deducted from your refund as follows:

- Return of travel items: \$14.99
 - Return of non-travel items: \$9.99
1. Visit the [**Online Return Center**](#) to create a return.
 2. Follow the instructions to request a return authorization, entering your customer information to first locate the order, and then initiate the return process choosing the appropriate return reason.
 3. Print out the provided pre-paid return label and return authorization.
 4. Please place the return authorization paperwork inside the return package. This will allow for faster refund processing.

Items must be returned in brand new, unused condition, with all hang tags and packaging intact. Refunds will be issued in the original form of payment used to purchase the item. The original freight charges will not be reimbursed.

If you can't locate your order number, or need assistance with the return process, please email us at costconext@samsonite.com or use our Chat support.

Please Note: Merchandise must be returned to the point of purchase. We cannot accept online returns in-store. Please do not return Authorized retailer merchandise to our stores or fulfillment center.

Damaged or Incorrect Shipment

If your merchandise was damaged in transit, is defective, or is not what you ordered

1. Visit the **Online Return Center** to create a return
2. Follow the instructions to request a return authorization, entering your customer information to first locate the order, and then initiate the return process choosing the appropriate return reason.
3. Print out the provided pre-paid return label and return authorization
4. Please place the return authorization paperwork inside the return package. This will allow for faster refund processing
5. All returns are inspected by our warehouse, and the return fee will be waived if your item is found to be damaged or incorrect. If the item is not deemed damaged or incorrect, your refund will be less the return fee, as follows:
 - Return of travel items: \$14.99
 - Return of non-travel items: \$9.99

Refunds will be issued in the original form of payment used to purchase the item. If you need the order quickly you may place another order, while you wait for your refund. Please email our customer service team at costconext@samsonite.com if you need assistance.

Exchange Policy

We do not accept orders or items for exchange. If you need a different size, color or product please return your item(s) for a refund and place a new order at your convenience. Placing the new order now just ensures that you will receive it quickly, and that it won't go out of stock.