



Welcome to the world of FPM - FABBRICA PELLETTIERIE MILANO, (VAT No. 06746000964, registered office: Piazza del Carmine 4, 20121 Milan), a company that designs and produces suitcases, bags and travel accessories. At FPM, we are committed to providing our customers with high-quality products, thanks largely to the extensive research that we undertake in the field of technological innovation. We can also offer you the possibility of extending your Limited Warranty on all products to 5 years, simply by registering your purchase with a registered dealer on our website.

The FPM extended warranty is valid only by registering your product on the FPM.it website.

Upon registration of the product and through the fifth year of the warranty, we will arrange for repairs of any defects in materials or production, including all structural defects such as handles, hinges and locks. However, any damage caused by usage that is not related to defects in materials or production will not be covered by the warranty. Damage caused by airlines, airport transit or airport services are not covered by the warranty. For damage caused during airport transit, claims should be submitted to the carrier. Other damages that are not covered by the warranty include improper use of the product, any purely aesthetic claims (such as scratches or fabric stains) and accidental or indirect damage such loss of luggage contents or anything not directly due to the damage caused.

In order to start the repair process, just send an email to the address: info@fpm.it, stating your reasons for the repair, please provide images of the defective product and a scan of proof of purchase. After an FPM representative examines the damage, they will inform you on how to proceed. Should a replacement product not be available, we will provide a product of equal value and function.

If the warranty is not valid or is not applicable to the defective product, we will send you a cost estimate for any repairs and shipping as quickly as possible.

Contacts:

For more information visit our FPM.it website or send an email to customer@fpm.it, or call +39 02.36705900 to speak with a customer care representative for your region.

Proof of purchase:

Please keep your receipt and/or warranty card which has been stamped and dated by the retailer. They will be required to confirm your warranty coverage, and will also demonstrate that the purchase was made with an authorized FPM dealer. Our five years warranty is valid only for products purchased from an authorized FPM dealer.

This document shall not affect the rights of the subject pursuant to Legislative Decree no. 206, of 6 September 2005, and replaced by Legislative Decree no. 21 of 21 February 2014

