

Lifetime Warranty



WE ARE COMMITTED TO QUALITY

Kurgo prides itself in making superior quality products. There's nothing more frustrating than buying a product that breaks. If, during your product's lifetime, it does not function as it should due to a manufacturing defect, we will repair or replace your product free of charge. Hassle and worry free!

FREQUENTLY ASKED QUESTIONS

What is covered by the Kurgo Warranty?

Manufacturer's defects caused by poor craftsmanship or defective hardware or materials.

What is *not* covered by the Kurgo Warranty?

If your Kurgo product is otherwise damaged in the course of normal (or abnormal) wear and tear, you may not qualify for our warranty replacement, but we do offer a complete [Repair or Replacement Service](#) for a nominal fee.

Products damaged while being used in an unintended way are not covered by the lifetime warranty. For example, the Wander Hammock is intended to be used between two seats sitting on top of a bench seat. You cannot hang a Wander Hammock between two trees or over an open space and expect it to hold any weight.

How does the Kurgo Warranty work?

Just send a couple of pictures, the name of the product including color, your

name and your physical mailing address (we cannot ship to POs) to info@kurgo.com and we'll take a look. If the claim meets our guidelines, we will send you a replacement product free of charge.

Repair or Replace Service

Products failing due to normal wear and tear, abuse, accident, critters, or natural breakdown of materials over extended use and time can be repaired or replaced for a nominal fee. See our [Repair or Replace Service](#) policies for more information.

Customer Service

If you are experiencing any problems or have any questions about your Kurgo Product, our Customer Service Department is here to help. Please feel free to email us at info@kurgo.com or call us directly at (877) 847-3868.