



# Manhattan Portage / TOKEN return | exchange form

Portage World-Wide, Inc.  
110 Greene Street Suite# 700  
New York, NY 10012  
Tel : 212-925-1085

Please review The Manhattan Portage return policy before sending merchandise back.  
Feel free to contact us with any questions before returning merchandise.

Order ID / Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Street: \_\_\_\_\_ Apt / Suite: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip / Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Email: \_\_\_\_\_

Tel: \_\_\_\_\_

## Return / Exchange

### Important Notes

- Please read the return/exchange policy in full:  
<https://www.manhattanportage.com/customer-service>
- Returns only **NO Exchanges**. If you would like to exchange your product, order the product you would like and return your original order
- All returned items must be received within 30 days after purchase
- Clearance and sale items are final sale- no refunds!
- All complementary items must also be returned with the purchase items.
- Returned items must be unused, unworn, undamaged
- All tags must still be attached to the bag, or included in the package
- A sales, gift receipt or order information must be included in the returned package

## Reason for Return

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Costs and Credits

### Important Notes

**Return:**  
We will refund the entire price of the bag including taxes (if applicable), but not including shipping costs. Refunds will only be made to the credit card account to which the initial order was charged, unless an original gift receipts provided. *Your card will be credited within 7 business days of our receipt of the return item. Items not returned in like new condition will be subject to a 15% restocking fee.*

## Instructions on how to return items

Include this fully filled out form and the original sales or gift receipt in your return package. If a sales receipt was otherwise lost, print out the order information from your account on the website you purchased our products on, and include it in the return shipment.

Ship the return package to the following address:

**Portage World-Wide, Inc.**  
**Attn: Online Department**  
**110 Greene St. Suite 700**  
**New York, NY 10012**

**Tel: 212-925-1085**  
**Email: [onlineorders@manhattanportage.com](mailto:onlineorders@manhattanportage.com)**

## Warranty USA / Canada

Portage Worldwide Inc. offers a Limited Lifetime Warranty against manufacturing defects on all products that use CORDURA® brand fabric, purchased from authorized dealers to the original user/purchaser of the product. This warranty does not cover individual components, damage caused by improper care, or the natural breakdown of material through extended use (such as broken buckles, fabric abrasion, zipper wear, and foam breakdown).

Any intentional modification to your bag such as machine washing/drying, dry cleaning, or removal of the brand label will void all warranty. If you believe your item is defective, please fill out and submit our online warranty request form, at:

<https://www.manhattanportage.com/customer-service> or email us directly at [warranty@manhattanportage.com](mailto:warranty@manhattanportage.com)

All other products, including Vinyl, Waxed Canvas, Limited Edition, and Specialty items are covered under a 2 year limited warranty. Damage to prints on bags do not qualify for warranty, except if the print was damaged upon initial receipt of the item. Defects on the body of printed bags are covered under our usual warranty policy.

Products returned for warranty service will be qualified for replacement at the discretion of Portage Worldwide Inc. or its local distributor. Defective items will be replaced with an item of the same style and color if available, or a similar product of equal or greater value otherwise. It is important that you save the original receipt and do not remove any sewn in labels inside or outside the bag so we can verify the authenticity of the bag and be able to process your warranty claim.

Please note that this limited Lifetime Warranty posted here applies for residents of the United States / Canada only. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

