

Éireborn Lifetime Warranty

Shooting Vests and Polos

We stand behind the workmanship and materials used in our Éireborn shooting vests and polos. This voluntary warranty provides repair or replacement support for qualifying manufacturing defects for the lifetime of the product.

What lifetime means

Lifetime means the reasonable service life of the product while it remains owned by the original purchaser. It does not mean the purchaser's lifetime, and it does not cover normal wear and tear or damage caused by misuse, accidents or improper care. The product's age, use, maintenance and overall condition will be considered during assessment.

What the warranty covers

- Failed, broken or separating stitching caused by a manufacturing or workmanship defect.
- Zip or slider failure caused by defective materials or assembly under normal use.
- Material failure, including premature splitting, tearing or separation under normal use where the failure is attributable to a manufacturing defect.
- Other faults that Éireborn determines are the result of defective materials or workmanship.

What the warranty does not cover

- Normal wear and tear, including gradual fading, abrasion, pilling, stretching, thinning or worn pocket edges.
- Cuts, punctures, burns, snags, stains, chemical damage or damage caused by pets, equipment or sharp objects.
- Damage caused by misuse, an accident, neglect, incorrect sizing, excessive loading or use outside the product's intended purpose.
- Damage resulting from washing, drying, ironing, storage or cleaning that does not follow the care instructions.
- Alterations, embroidery, repairs or modifications performed by someone other than Éireborn or an approved repairer, where those actions caused or contributed to the failure.
- Cosmetic changes that do not affect the product's function.

How we resolve an approved claim

After inspecting the product, Éireborn will determine whether to repair or replace it under this voluntary warranty. That decision will take account of the product's age, condition, normal wear, repairability and the nature of the defect. If the original product, colour or style is no longer available, the replacement may not be identical, but it will be of comparable or better quality and intended function. A replacement does not restart the lifetime warranty period.

Important: This repair-or-replace process applies to the voluntary Éireborn warranty. It does not limit any remedy or choice available to a consumer under the Australian Consumer Law.

How to Make a Warranty Claim

Contact Éireborn before sending the product. We will provide a claim reference and confirm the return address. Please send the following information:

Step	Information required
1	Your full name, postal address, email address and telephone number.
2	The product name, size and colour.
3	The original purchase date and where the product was purchased.
4	Proof of purchase, such as an order confirmation, tax invoice, receipt or other reasonable evidence.
5	A clear description of the problem, how it occurred and when it was first noticed.
6	Clear photographs showing the full product and close-up images of the affected area.

Return delivery and assessment

- The customer arranges and initially pays for delivery of the vest or polo to Éireborn. Use a tracked postal service and retain the receipt.
- If we confirm a qualifying defect, Éireborn will reimburse reasonable standard return-postage costs and will cover delivery of the repaired or replacement product back to the customer.
- If no qualifying defect is found, or the damage is excluded from this warranty, the customer may be responsible for return delivery. We will discuss available options before proceeding.
- We aim to acknowledge claims within five business days. Assessment usually occurs within ten business days after the product is received, although complex repairs or replacement availability may require longer.

Warranty claim details

Warranty provider	Éireborn Australia
Email	sales@eireborn.au
Telephone	0411 092 992 0493 872 566
Website	https://eireborn.au
Postal address	

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided by this Éireborn Lifetime Warranty are in addition to all other rights and remedies available under the Australian Consumer Law.