

Our Commitment

For generations, GRUNDÉNS has been developing and manufacturing high-quality rainwear and protective clothing. The functionality of our waterproof garments has been proven worldwide in some of the most demanding conditions known to man, confirming our philosophy of delivering reliable products. We, MORIS design s.r.o., stand behind all Grundéns products and guarantee they are free from manufacturing defects for the lifetime of the product.

What Does the Warranty Cover?

Defects in original, unaltered, and unmodified materials and workmanship for the lifetime of the product.

What Is Not Covered by the Warranty?

- Damage caused by normal wear and tear, improper care, misuse, accidents, neglect, or natural material degradation over time, including issues resulting from unauthorized alterations.
- Products purchased from unauthorized dealers or aftermarket sources—such as online auction sites, liquidators, consignment shops, private sellers, sales samples, promotional items, and warehouse clearances.

How It Works

Submit your warranty claim by completing the appropriate warranty form. After packing the product, send the package to our warranty team for assessment. If your claim is approved, MORIS design s.r.o. will repair or replace the product free of charge at our discretion.

Steps:

Submit a warranty claim with proof of purchase (receipt, order confirmation, or credit card statement with personal details blacked out) showing the purchase date. If your claim is approved, you will receive a replacement product (identical or comparable) at the discretion of MORIS design s.r.o.

Complete our online claim form and attach the following photos:

- A full image of the product
- Photos of the defect
- A photo of the product label
- A photo of the receipt

Further Details:

If there is a warranty card, you can contact the service center:

1. Items submitted for a claim are subject to inspection and testing to verify the validity of the claim.
2. MORIS design s.r.o. reserves the right to repair or replace defective items at its discretion.
3. Approved warranty items will be replaced at the discretion of MORIS design s.r.o.
4. All warranty decisions made by MORIS design s.r.o. are final.
5. MORIS design s.r.o. is not responsible for any costs or damages resulting from the loss of use of the product.
6. All monetary refunds must be handled through the original purchaser.