

Can I have my item delivered to a store?

We currently don't offer the possibility of deliveries to our stores.

How do I track my order?

You can always check the status of your order by clicking on My Account in the navigation bar. Once you place an order, you will receive a shipment notification which will allow you to check your delivery status online.

How long will my delivery take ?

With express shipping, any orders placed before 12pm will be delivered the next business day. Orders placed after 12pm will be delivered in 2 business days. Please refer to the product page for an estimated date of delivery. SEE EXAMPLE If the order is placed on March 13 at 11am, it will be delivered on March 14. If the order is placed on March 13 at 12:30pm, it will be delivered on March 15.

Where does RIMOWA ship ?

RIMOWA products may only be delivered to addresses within the European Union, Norway, Switzerland, Liechtenstein, and Monaco.

Which shipping options are available and what are the shipping fees?

We currently offer standard and express deliveries within the European Union, Switzerland, Norway, Liechtenstein, and Monaco. Standard delivery is free of charge for online purchases over £235. For lower amount purchases, the standard delivery fee differs by country. Our express shipping also varies per country. Please see your country-specific information during your check out process.

What does the RIMOWA lifetime guarantee cover?

RIMOWA provides a lifetime guarantee for new suitcases purchased from July 25, 2022. RIMOWA's lifetime guarantee covers all functional aspects of your RIMOWA suitcase for the life of your suitcase. RIMOWA's lifetime guarantee does not apply to cosmetic wear and tear, misuse or abuse.

I purchased before July 25th 2022, what is my suitcase's guarantee?

RIMOWA provides a 5-year guarantee for all suitcases purchased before July 25, 2022 when registered online. If you do not register online, a 2-year guarantee applies. This guarantee only applies if the usability of the product is considerably adversely affected by a material or manufacturing fault already present at the time of hand-over (defect). Our manufacturer's guarantee does not apply, however, if the usability is restricted by abrasion, improper use, faulty operation, or externally occurring forces. Among other things, some product series are characterised by special leather fittings, particularly on the handle and at the corners of the product. Leather is a natural product that can change, discolour or fade, particularly under the influence of skin contact, light, and water; but also through the use of unsuitable cleaning agents, post-purchase impregnation, and textile dyes. Heat and dehydration can lead to the formation of cracks or tears in the leather. These occurrences are not covered by the guarantee.

What is RIMOWA's policy for products that are not suitcases?

All RIMOWA products that do not belong to our regular suitcase product catalogue come with a 2-year guarantee incl. special edition suitcases.

How do I claim a RIMOWA guarantee?

To claim our guarantee, immediately inform a RIMOWA dealer or an authorised RIMOWA service centre of any defect within the guarantee period and hand over or send the product and the completed certificate of guarantee or original proof of purchase. You can find RIMOWA dealers and authorised service centres on our website at rimowa.com. RIMOWA will determine whether the defect is covered by the guarantee. If this is the case, RIMOWA will repair or replace the product. In this case, RIMOWA will also cover the costs incurred, including the return shipment. The sending costs are borne by the purchaser.

What is RIMOWA's policy for RE-CRAFTED products?

All RE-CRAFTED products come with a 2-year manufacturer's guarantee.

How do I set my RIMOWA lock?

Learn how to use the TSA-approved locks on your suitcase in a few simple steps. [HERE](#)

How do I care for RIMOWA products?

To ensure your RIMOWA remains in fine condition, please note the following recommendations: To remove dust or dirt, use a damp cloth or non-abrasive sponge with clean water. Stubborn or sticky residue can be safely removed using a simple alcohol, such as Isopropyl. We like to think of any deep dents or scratches as the unique patina of your case as these can not be removed. Embrace them – this is what makes your RIMOWA unique. To care and clean any leather components, use a mild cleaning agent and a soft cloth to gently remove any surface dirt. Occasionally, it's a good idea to treat the leather with a conventional, neutrally coloured maintenance product. Avoid using any of the following, as they will damage your RIMOWA: scouring detergents, abrasive cloths or sponges, window cleaning agents, vinegar based cleaners and disinfectants, solvents, dilutions and aggressive alcohols, petroleum distillates or nail polish remover. Be gentle.

Where can I bring my suitcase for repairs?

Should you need to have your RIMOWA repaired, our Client Care team will be happy to assist you. Please contact our team online clientcare.australia@rimowa.com or visit your closest RIMOWA store for assistance. Find your nearest Client Care Center or store [here](#).

What is the return policy?

You are entitled to return all products from the RIMOWA online shop and RIMOWA stores within 30 days of receiving the merchandise, provided the merchandise is complete, unused, and undamaged. For online purchases, please note we can only accept return shipments from the same country to which they were delivered. Visit your account to create a return label for your RIMOWA online shop purchase. For store purchases, please visit your RIMOWA store to return your product(s) and get a credit note or exchange for the product(s). Your statutory rights are not affected.

Limited Editions Returns

RIMOWA accepts returns of limited editions (special offers which are limited in time such as RIMOWA brand collaborations) within 14 days from receiving the merchandise for a full refund, under the condition that the merchandise is complete, unused, and undamaged. RIMOWA only accepts return shipments from the same country to which the merchandise has been delivered. Visit your account to create a return label for your RIMOWA online shop purchase.

How can I return my order?

From the date of delivery, you have 30 days to return your item(s). Products should be returned unused, undamaged, and packaged in their original boxes. All our returns are free of charge using our prepaid return label. Customers with a RIMOWA account are able to process their return entirely online. Refunds will take between 10 - 14 working days from the date of the receipt of your item at our warehouse. To receive any return documents and/or a prepaid UPS shipping label, connect to your RIMOWA account in order to process your order entirely online or contact us by phone, email, or by filling out this contact form.

Can I return an item that I bought online to a RIMOWA store ?

Currently, you are unable to return merchandise purchased online at one of our RIMOWA stores. To return your order, please box the product in its original box and send it back via your pre-paid UPS label which can be created in your account.

How can I return and manage my order online?

From the date of delivery, you have 30 days to return your item(s). Products should be returned unused, undamaged, and packaged in their original boxes. All returns are free of charge using our pre-paid e-return label, which can be created in your account. If you don't yet have a RIMOWA account, register here to complete the return process online. If you already have an existing RIMOWA account, log in to choose the product you wish to return. Print and attach the designated pre-paid return shipping label on your parcel and deposit at a UPS Access Point for pick up.

How long does it take for a refund to be issued?

Your refund will take approximately 10 - 14 business days between the receipt of the returned merchandise and refund. Once your merchandise has been successfully received, you will receive an email notifying you of the total refund amount to be credited to your account.

ONLINE PURCHASE