**Product Information**

**Item Number**: 405  
**Product Name**: Urban Explorer Daypack  
**Price**: $75  
**Brand**: CityGear  
**Category**: Daypacks  
**Features**:

* **Durable Material**: Made from high-quality nylon for durability and water resistance.
* **Compact Design**: Lightweight and compact, perfect for daily use and short trips.
* **Multiple Compartments**: Includes a main compartment, front pocket, and side mesh pockets for organized storage.
* **Padded Straps**: Adjustable padded shoulder straps for comfort.
* **Laptop Sleeve**: Built-in padded sleeve for laptops up to 15 inches.
* **Reflective Accents**: Reflective details for added visibility and safety.
* **Water Bottle Holder**: Side mesh pockets for water bottles or small items.

**Technical Specs**:

* **Best Use**: Daily use, short trips
* **Capacity**: 20 liters
* **Material**: Nylon
* **Dimensions**: 18 inches x 12 inches x 6 inches (Length x Width x Height)
* **Weight**: 1.5 lbs
* **Color Options**: Black, Grey, Blue, Red
* **Warranty**: 2-year limited warranty

**User Guide**

Thank you for choosing the Urban Explorer Daypack. This user guide provides instructions on how to use and maintain your daypack effectively. Please read this guide thoroughly before using the daypack.

**Package Contents**

Ensure that the package includes the following components:

* Urban Explorer Daypack
* User Guide

If any components are missing or damaged, please contact our customer support immediately.

**Using the Daypack**

**Step 1: Packing the Daypack**

* Open the main compartment using the zipper.
* Organize your belongings using the multiple compartments and pockets.
* Place your laptop in the built-in padded sleeve if needed.

**Step 2: Adjusting the Straps**

* Adjust the padded shoulder straps to fit comfortably on your shoulders.
* Ensure the daypack sits comfortably on your back.

**Step 3: Using the Side Pockets**

* Use the side mesh pockets to store water bottles or small items for easy access.

**Maintenance and Care**

* Clean the exterior with a damp cloth and mild soap.
* Avoid using harsh chemicals or abrasive cleaners.
* Store the daypack in a cool, dry place away from direct sunlight.
* Check the zippers and straps regularly for any signs of wear and tear.

**Cautions**

1. **Overpacking**: Do not overpack the daypack to avoid damaging the zippers and seams.
2. **Weight Limit**: Adhere to the recommended weight limit to prevent strain on the straps and seams.
3. **Water Resistance**: While the exterior is water-resistant, avoid submerging the daypack in water.
4. **Handle with Care**: Avoid dragging the daypack on rough surfaces to prevent scratches and damage.
5. **Storage**: Store the daypack in a cool, dry place to prevent mold and mildew growth.

**Warranty Information**

* **Warranty Duration**: The Urban Explorer Daypack is covered by a 2-year limited warranty from the date of purchase.
* **Warranty Coverage**: The warranty covers manufacturing defects in materials and workmanship, including issues such as seam separation, zipper malfunction, or strap defects.
* **Exclusions**: The warranty does not cover damages caused by improper use, accidents, normal wear and tear, unauthorized modifications, or failure to follow care and maintenance instructions.
* **Warranty Claim Process**: In the event of a warranty claim, please contact our customer support with your proof of purchase and a detailed description of the issue. Our support team will guide you through the necessary steps to assess the claim and provide a resolution.
* **Warranty Remedies**: Depending on the nature of the warranty claim, we will either repair or replace the defective product. If the exact product is no longer available, we may offer a comparable replacement at our discretion.
* **Limitations**: The warranty is non-transferable and applies only to the original purchaser of the Urban Explorer Daypack. It is valid only when the product is purchased from an authorized retailer.
* **Legal Rights**: This warranty gives you specific legal rights, and you may also have other rights that vary by jurisdiction.

For any warranty-related inquiries or to initiate a warranty claim, please contact our customer support using the provided contact information. Please retain your proof of purchase as it will be required to verify warranty eligibility.

**Return Policy**

* **If Membership status "None"**: Returns are accepted within 30 days of purchase, provided the daypack is unused, undamaged, and in its original packaging. The customer is responsible for the cost of return shipping. Once the returned item is received, a refund will be issued for the cost of the item minus a 10% restocking fee. If the item was damaged during shipping or if there is a defect, the customer should contact customer service within 7 days of receiving the item.
* **If Membership status "Gold"**: Returns are accepted within 60 days of purchase, provided the daypack is unused, undamaged, and in its original packaging. Free return shipping is provided. Once the returned item is received, a full refund will be issued. If the item was damaged during shipping or if there is a defect, the customer should contact customer service within 7 days of receiving the item.
* **If Membership status "Platinum"**: Returns are accepted within 90 days of purchase, provided the daypack is unused, undamaged, and in its original packaging. Free return shipping is provided, and a full refund will be issued. If the item was damaged during shipping or if there is a defect, the customer should contact customer service within 7 days of receiving the item.

**Reviews**

1. **Rating**: 5  
   **Review**: The Urban Explorer Daypack is perfect for my daily commute. It's lightweight, durable, and has plenty of compartments for organization. Highly recommend it!
2. **Rating**: 4  
   **Review**: I love the Urban Explorer Daypack, but I wish it had a bit more padding on the straps. Overall, it's a great daypack for the price.
3. **Rating**: 5  
   **Review**: This daypack is perfect for short trips and daily use. The laptop sleeve is a great feature, and the reflective accents add an extra layer of safety.
4. **Rating**: 4  
   **Review**: The Urban Explorer Daypack is very sturdy and stylish. However, I found the side pockets a bit tight for larger water bottles. Still, it's a great buy!
5. **Rating**: 5  
   **Review**: Excellent daypack! It's spacious, easy to handle, and the water-resistant exterior is a great feature. I would definitely buy it again.

**FAQ**

1. **How easy is it to adjust the straps on the Urban Explorer Daypack?**  
   The Urban Explorer Daypack features adjustable padded shoulder straps, making it easy to customize the fit for comfort.
2. **Can the Urban Explorer Daypack fit a 15-inch laptop?**  
   Yes, the built-in padded sleeve is designed to fit laptops up to 15 inches.
3. **Is the Urban Explorer Daypack water-resistant?**  
   Yes, the exterior of the Urban Explorer Daypack is made from water-resistant nylon to protect your belongings from moisture.
4. **What is the weight capacity of the Urban Explorer Daypack?**  
   The Urban Explorer Daypack has a capacity of 20 liters and can hold up to 20 lbs of weight.
5. **How do I clean the Urban Explorer Daypack?**  
   Clean the exterior with a damp cloth and mild soap. Avoid using harsh chemicals or abrasive cleaners.