



Information Center

SUBJECT

Products

QUESTION

What if I have a quality problem with a product I did not buy in this eShop?

ANSWER

Levi's® is committed to providing products of the highest quality. If you feel you have a defective garment, please follow the directions below.

Item bought in a store. For the timeliest resolution, we recommend that you first attempt to return the product to the store where it was originally purchased.

Returning to Levi Strauss & Co. If for some reason you are unable to return the garment to the store where it was purchased, please send us an e-mail.