

F.A.Q.

OUR PRODUCTS

What are these bags made of?

We use serviceable airbags disassembled by our partner, Mandy Car Recycling, using their own container technology. They disconnect the pyrotechnical equipment from the airbag and dispose of it separately. Thanks to this method, the airbag material is not exposed to heat, deformities or other contamination. Deployed airbags are not used. Raw materials undergo a chemical cleaning process before reuse. Materials we use: airbags, textile and leather seat covers, seatbelts, seat paddings and other car accessories in unique designs.

Materials undergo chemical cleaning and further processing before they are used to make bags.

Where do you source your material from?

The raw materials of our bags are checked and supplied by Mandy Car. As every material is unique, our bags never will be the same fully.

Do you clean the materials before using?

Yes, we clean them carefully with special chemicals.

ORDER AND SHIPPING

Can I order every item from the webshop?

Yes. It can happen that you see a caption that the item is out of stock. In this case, you can still order it, but since every material is unique and different, we can't produce the same bag as seen in the picture. It is possible that the color tone is different or the marks, signs and numbers appear on other part of the surface therefore we send you a photo about the bag when it is ready, so you can check if it is okay for you.

Do you take custom orders?

Yes, besides selling from stock, there is a possibility of custom order – for more information, please send an e-mail to info@back2bag.hu.

Can I pay for the ordered product upon delivery?

For the time being, we only take orders paid in advance by wire transfer or payed by credit card in our webshop. Thank you for your understanding.

How long will my order take to arrive?

If your ordered item is in stock, it will be 1-2 work days. If not, we can produce it in 14 workdays, then ship via delivery service to your address according what you chose at the time of order.

How can I receive the bag?

Your bag will be delivered solely by a delivery service. The time of delivering will be only on workdays, between 8 a.m. and 5 p.m.

Is any possibility to order from other countries?

Yes, we send the bag to international addresses with pleasure, but you are responsible for its cost.

What if I want to change my shipping address?

Unfortunately, once your order has been shipped, the shipping address cannot be changed. If you don't take the package after more attempts, we'll get it back and we can send it again, whose cost is yours. In this case please contact us immediately at info@back2bag.hu.

What if I receive my order in bad condition?

Back2Bag only sells items in perfect condition. If you happen to receive any faulty items, something could happen at delivery - please contact us so that we can make further steps. We suggest you open the package in front of the delivery man for the checking, if is it possible. If there is any failure, please make sharp, close pictures.

RETURN AND EXCHANGES

Can I return the bag if I decide I don't want it?

Of course, the 14-days return guarantee is valid in our shop. Only delivery costs are on you. We reimburse the price of your purchase.

Can I make an exchange?

Exchanges are accepted if you received the bag in bad condition and we can't repair it.

How long is your warranty period for your products?

We give one-year warranty on our bags. If you use it as intended, and it still needs some repair, you can bring it back to us within the given timeframe. Each bag comes with an information leaflet in e-mail regarding the intended use which you can also read on our website, www.back2bag.hu.

GENERAL INFORMATIONS

Is it possible to receive periodic information about Back2Bag's latest new products and offers?

We suggest you follow us on Facebook and Instagram and subscribe on our newsletter where we share the novelties and exclusive offers of Back2Bag monthly.

Can I unsubscribe later?

Of course, just click on the "Unsubscribe" button, under the newsletter.

How can I be sure that I've made my purchase correctly?

Once you have placed your order, you will receive a confirmation email. If you don't receive an email within 24 hours, contact us at info@back2bag.hu.