



Our
IRONCLAD GUARANTEE

If you are not satisfied with one of our products at the time you receive it, or if one of our products does not perform to your satisfaction, you may return it to us for a repair, replacement or refund. Damage due to wear and tear will be repaired at a reasonable charge.

eMEDIA 041415 v13

Customer Information

FIRST NAME | LAST NAME | CUSTOMER NUMBER (IF KNOWN)

STREET ADDRESS

CITY | STATE/PROVINCE | POSTAL CODE

EMAIL | PHONE

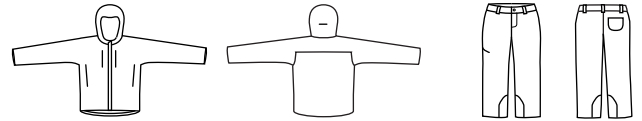
Item One

STYLE (IF KNOWN) | SIZE | COLOR

ITEM DESCRIPTION | ORDER NUMBER (IF KNOWN)

PLEASE DESCRIBE THE PROBLEM YOU WOULD LIKE REPAIRED:

PLEASE MARK AN X FOR WHERE REPAIR IS NEEDED



IN THE EVENT THAT WE ARE NOT ABLE TO MATCH REPAIR MATERIALS TO YOUR GARMENT, WE WILL USE THE NEXT CLOSEST COLOR. IF YOU WOULD PREFER A CONTRASTING COLOR, PLEASE NAME IT HERE:

IN THE EVENT WE CANNOT REPAIR YOUR GARMENT, BUT IT IS A WARRANTY ISSUE, YOU WILL RECEIVE A GIFT CARD FOR THE LAST SALE PRICE. WE WILL RECYCLE THE GARMENT. PLEASE CHECK THIS BOX IF YOU PREFER YOUR ITEM BACK, UNREPAIRED, IN LIEU OF AN ELECTRONIC GIFT CARD

NO GIFT CARD, PLEASE RETURN

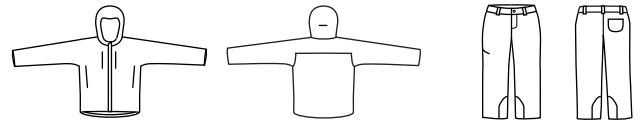
Item Two

STYLE (IF KNOWN) | SIZE | COLOR

ITEM DESCRIPTION | ORDER NUMBER (IF KNOWN)

PLEASE DESCRIBE THE PROBLEM YOU WOULD LIKE REPAIRED:

PLEASE MARK AN X FOR WHERE REPAIR IS NEEDED



IN THE EVENT THAT WE ARE NOT ABLE TO MATCH REPAIR MATERIALS TO YOUR GARMENT, WE WILL USE THE NEXT CLOSEST COLOR. IF YOU WOULD PREFER A CONTRASTING COLOR, PLEASE NAME IT HERE:

IN THE EVENT WE CANNOT REPAIR YOUR GARMENT, BUT IT IS A WARRANTY ISSUE, YOU WILL RECEIVE A GIFT CARD FOR THE LAST SALE PRICE. WE WILL RECYCLE THE GARMENT. PLEASE CHECK THIS BOX IF YOU PREFER YOUR ITEM BACK, UNREPAIRED, IN LIEU OF AN ELECTRONIC GIFT CARD

NO GIFT CARD, PLEASE RETURN

Please Note • To ensure you are credited correctly, please include an invoice or a receipt that includes your order number or customer number showing the value of your item(s). If you don't have a receipt or proof of purchase, you will be credited with an Electronic gift card at the last sale price. It can take up to 30 business days during peak times to process your repair.

• We are unable to refund credit card purchases more than 1 year old. If you paid by credit card, and returned your item within 1 year of the purchase date, your card will be credited when we receive

your returned item(s). Please allow up to two billing cycles for the credit to appear on your monthly statement.

• Please ship your package with a carrier that can provide tracking and insurance. USPS Priority Mail is not an expedited service.

• By law, and common decency, garments sent in for repair must be clean; please wash before mailing.

• For any billing needs, we will contact you via email or phone using the information you provided above.

patagonia®

PATAGONIA - REPAIRS DEPT
8550 White Fir Street
Reno, NV 89523-9805