**WARRANTY REPAIRS** cover anything that appears to have failed under normal use, such as a blown seam, failed power seam seal or broken zipper. Warranty items are always repaired free of charge. We expect our suits to last between 3 to 4 seasons when properly maintained and cared for. Booties and gloves are not expected to last as long as wetsuits. We anticipate our accessories to have a useful lifetime between 2 to 3 seasons. This varies from user to user and does not necessarily have to do with the number of times the product is used. We are always willing to evaluate your item(s) and are determined to make quality repairs and alterations whenever feasible and possible.

**NON-WARRANTY REPAIRS** cover damage due to normal wear and tear or damage not caused by a malfunction. For example, a blown-out panel, a fin cut, or delamination of materials. We offer repairs for these items at a reasonable cost. Fit issues and sizing are strictly not covered. These two need to be resolved before the suit hits the water.

**WHAT IS THE PROCESS FOR RETURNING MY WETSUIT?**
If your item has been used, it must be sent to the Wetsuit Repairs Facility in Ventura, CA. Please include a valid proof of purchase along with your completed repair form.

**WETSUIT REPAIRS**
188 W Santa Clara St
Ventura, CA 93001
wetsuitrepairs@patagonia.com

**WHAT IS THE PROCESS FOR REPAIRING MY WETSUIT?**
Once the item gets to the Repairs Department, we evaluate it and determine the repairs we will make. Typically, we look for areas where we see wear in addition to the repairs you specify when sending in your item. If no payment is needed, we will contact you with the current turnaround time and what to expect during the repairs process. If we find non-warranty fixes, we will contact you to clear charges. When repairs are finished, you will be called for pick-up (if local), or sent tracking information after your item is shipped out via UPS. Please note, we are unable to ship to P.O. boxes.

**HOW LONG WILL MY REPAIR TAKE?**
Our turnaround time is generally 3-4 weeks. During peak season we generally see the turnaround time increase to 8 weeks or more. This excludes shipping and/or time in transit and is not guaranteed. If you need your item back by a specific date, please contact us prior to sending it in.
WETSUIT REPAIR FORM

CUSTOMER INFO
NAME ____________________________
PHONE ____________________________
SHIPPING ADDRESS (NO P.O. BOXES) ____________________________
EMAIL (REQUIRED) ____________________________

CUSTOMER WETSUIT INFO
MODEL ____________________________
SIZE ____________________________
CUSTOMER HEIGHT ____________________________
CUSTOMER WEIGHT ____________________________
PURCHASE DATE ____________________________
(please include a copy of your receipt)

PATAGONIA/DEALER USE ONLY
LOCATION RECEIVED ____________________________
RECEIVED BY (NAME/INITIALS) ____________________________
DATE RECEIVED ____________________________
DATE SENT ____________________________

DESCRIBE THE REPAIR YOU’D LIKE

PLEASE MARK THE AREAS IN NEED OF REPAIR