



# Returns



## 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.

### STEP 1: FILL OUT THIS FORM

Fill in the details of your return below.

### STEP 2: PACK IT UP

Include this form and any proof of purchase with your return item(s).

### STEP 3: SHIP IT OUT\*

Send your package to the following location:

**Patagonia Returns**  
8550 White Fir St  
Reno, NV 89523

## 1 Customer Information

FIRST NAME		LAST NAME	
STREET ADDRESS			
CITY	STATE/PROVINCE	POSTAL CODE	
EMAIL		PHONE	

### Mailing Address (if different from above)

STREET ADDRESS		
CITY	STATE/PROVINCE	POSTAL CODE

## 2 Purchase Information

I received this item as a gift

ORDER NUMBER (IF KNOWN)	CUSTOMER NUMBER (IF KNOWN)
WHERE THE ITEM WAS PURCHASED (IF KNOWN)	

## 3 Return Item Details (if returning more than two items, please use a second form)

ITEM ONE	STYLE	COLOR	SIZE	ITEM DESCRIPTION
SELECT REASON FOR RETURN				
711 - DO NOT LIKE DESIGN	721 - TOO SMALL/SHORT	722 - TOO LARGE/LONG	723 - ORDERED MULTIPLE SIZES, KEPT ONE	731 - FABRIC ISSUE
				732 - SEAMS/STITCHING
				733 - ZIPPER
				741 - OTHER
OTHER ISSUE:				

ITEM TWO	STYLE	COLOR	SIZE	ITEM DESCRIPTION
SELECT REASON FOR RETURN				
711 - DO NOT LIKE DESIGN	721 - TOO SMALL/SHORT	722 - TOO LARGE/LONG	723 - ORDERED MULTIPLE SIZES, KEPT ONE	731 - FABRIC ISSUE
				732 - SEAMS/STITCHING
				733 - ZIPPER
				741 - OTHER
OTHER ISSUE:				

**PLEASE NOTE:** We do our best to completely process returns within 1 week of the date they arrive. During high traffic periods, it can take up to 3 weeks for a return to be processed.

Credit will be applied to the original payment method whenever possible. Returns marked as gift or returned more than 1 year after the purchase date will be issued a merchandise credit. If you do not have a Patagonia order number or proof of purchase, you will be issued a merchandise credit for the last sale price of the item(s). Refunds may take 3-7 business days to appear on your account.

\*Please ship your package with a carrier that can provide tracking and insurance as Patagonia is not responsible for lost packages.