

patagonia®

Repairs



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 repair below.

STEP 2: PACK IT UP

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

STEP 3: SHIP IT OUT*

Send your package to the following location:

Patagonia Repairs
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 Repair Item Details

ITEM ONE		
STYLE (IF KNOWN)	SIZE	COLOR
ITEM DESCRIPTION	**ORDER NUMBER (IF KNOWN)	
PLEASE DESCRIBE THE PROBLEM YOU WOULD LIKE REPAIRED:		
<p>PLEASE MARK AN X FOR WHERE REPAIR IS NEEDED:</p> <p>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: _____</p> <p>WE DO OUR BEST, BUT SOMETIMES WE CAN'T REPAIR YOUR GEAR. PLEASE SELECT WHAT YOU WOULD LIKE US TO DO IF WE CANNOT REPAIR YOUR ITEM:</p> <p>I would like my item back without the repair. Please recycle my item and give me a merchandise credit.**</p>		

ITEM TWO		
STYLE (IF KNOWN)	SIZE	COLOR
ITEM DESCRIPTION	**ORDER NUMBER (IF KNOWN)	
PLEASE DESCRIBE THE PROBLEM YOU WOULD LIKE REPAIRED:		
<p>PLEASE MARK AN X FOR WHERE REPAIR IS NEEDED:</p> <p>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: _____</p> <p>WE DO OUR BEST, BUT SOMETIMES WE CAN'T REPAIR YOUR GEAR. PLEASE SELECT WHAT YOU WOULD LIKE US TO DO IF WE CANNOT REPAIR YOUR ITEM:</p> <p>I would like my item back without the repair. Please recycle my item and give me a merchandise credit.**</p>		

PLEASE NOTE: We do our best to completely process repairs within 12 weeks of the date they arrive.

By law, and by 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.

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

**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).