

## GETTING YOUR WETSUIT REPAIRED

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IF YOU HAVE A DAMAGED PATAGONIA® WETSUIT YOU WANT REPAIRED, PLEASE READ AND FOLLOW THESE INSTRUCTIONS

### WARRANTY & NON-WARRANTY REPAIRS

When possible, we recommend taking your wetsuit to the surf shop where you bought your Patagonia® Wetsuit and having them manage the repair.

**WARRANTY REPAIRS** cover anything that appears to have failed under normal use, such as a torn seam, blown-out panel, or a broken zipper. We do not charge for warranty repairs.

**NON-WARRANTY REPAIRS** cover damage due to normal wear and tear or damage not caused by a malfunction. For example, your fin sliced your wetsuit. We charge for non-warranty repairs.

#### **WHO DETERMINES IF IT'S A WARRANTY OR NON-WARRANTY repair ?**

Someone from the Patagonia Europe Customer Service Returns Department will determine whether your wetsuit repair is or is not covered by our warranty. They will contact you if there will be a charge and/or to discuss repair options.

#### **CHARGES FOR NON-WARRANTY REPAIRS**

Please give us a call and we will give you an estimate of the costs of the repair.

#### **HOW LONG DOES IT TAKE?**

All wetsuits are repaired at our repair centres (based in France and in the UK). Turnaround time is approximately 7 to 10 days excluding shipping.

#### **FIRST, FILL OUT THE FORM AND FOLLOW THE PROCEDURE**

Fill out the Patagonia Wetsuit Repair Form on the next page. Please write clearly, provide complete information and give a detailed description of the repair you want done. Also give us a visual of the area in need of repair by marking it on one of the wetsuit drawings on the repair form.

#### **HOW TO SHIP YOUR WETSUIT**

1. Make sure your wetsuit has been rinsed with clean water, is free of dirt and sand, and is completely dry. We will not repair suits that are sandy, dirty or wet as they damage our machines. Dirty suits will be sent back unrepaired.
2. It's best to ship your suit in a box large enough to prevent excessive creasing.
3. Fill out the entire **Patagonia Wetsuit Repair Form** and put it in the box with your wetsuit.
4. Ship your suit to the address that you'll be given by Patagonia Europe Customer Service/Return department, with the Authorization number

#### **WHO PAYS FOR SHIPPING?**

You pay to send your wetsuit to us; we pay to send it back. This applies both to warranty and non-warranty repairs. All wetsuits will be shipped back to you from our repair center.



# WETSUIT REPAIR FORM

**Procedure**

*For hygienic reasons please ensure wetsuit has been properly rinsed with clean water.*

- A) **Call** the Patagonia Europe Customer Service Returns Department at **00 800 0000 0041** or **00 33 4 50 88 44 44** and ask for a **Return Authorization Number (RA #)**
- B) Fill out the form below
- C) **Fax** (or **e-mail**) the original copy of this form back to Patagonia Europe **00 800 0000 0042** or **00 33 4 50 88 44 99**
- D) Put a copy of the form into the package

**Dealer**

<b>Shop:</b>	<b>Contact Person:</b>	<b>Shop Phone:</b>	<b>Date:</b>
<b>Shop Address:</b>			<b>RA #:</b>

**Wetsuit Repair Center**

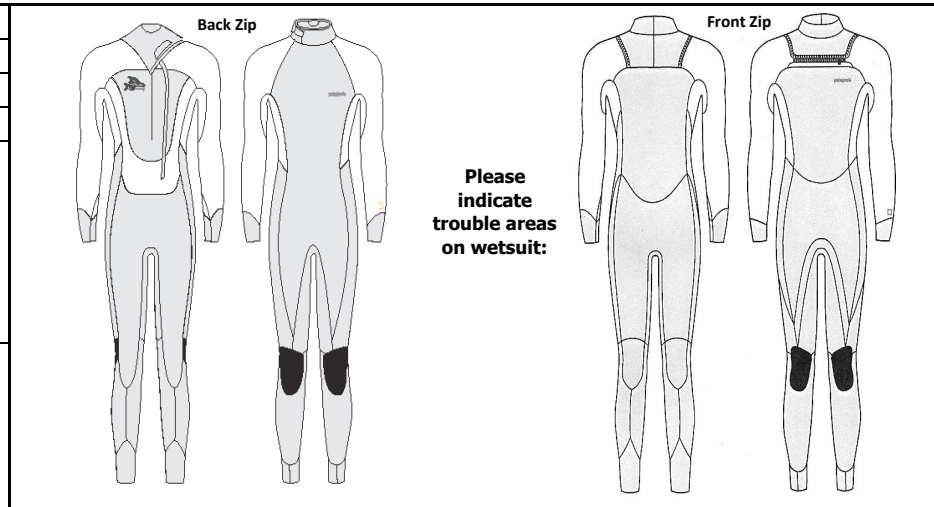
<b>Address:</b>
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**Customer Info**

<b>Name:</b>	<b>Patagonia's customer account number:</b>
<b>Address:</b>	<b>Phone:</b>
	<b>Email:</b>

**Wetsuit Info**

<b>Style number:</b>	
<b>Description:</b>	
<b>Color:</b>	<b>Size:</b>
<b>Quantity:</b>	
<b>Trouble reported/reason for return:</b>	
<b>Is the repair covered by Iron Clad Guarantee? Explain</b>	

**Shipping Info**

<b>Transportation method:</b>	<b>Parcel quantity:</b>	<b>Gross Weight:</b>
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