



Warranty, Repair and Modification Request Form

CUSTOMER DETAILS

Customer number*: _____
Name*: _____
Street*: _____ No*: _____
Postal code*: _____ City*: _____
Country*: _____
Email*: _____
Phone number: _____

ITEM DETAILS

Item category: ☐ Jacket ☐ Pants ☐ Hardware ☐ Shoes
Style number^{*,1}: _____
Serial number^{*,1}: _____
Color: _____ Size: _____
Location of purchase: _____ Date: _____

ISSUE DESCRIPTION

Position(s) of issue(s)*: _____
Description of issue(s)*: _____
(Defects not specified will not be repaired)

LONGEVITY VALUE

What is your maximum price for us to do the repair **without** sending you a cost estimation? This way, when the repair turn out lower then your maximum value, we can directly repair it. Please refer to our **repair price list** for our indications.

Maximum price*: _____ EUR

We do not always have all materials for each style available, are you okay with, i.e. a unique zipper or colour deviations?*

☐ Yes, as long as it works. ☐ No, please contact me if this is the case.

What can we do with your product if it turns out that it is not repairable?*

☐ I would like it back. ☐ You can keep it.

We will do our very best to get you and your product back in the mountains as soon and long as possible!

* Mandatory field; ¹ Can be found on the white label of your product