**PRODUCT REPAIR FORM**

We are pleased to offer a repair service for Knomo bags. We have partnered with the United Repair Centre whose main aim is to work with brands to deliver a seamless repair service whilst reducing waste in the fashion industry.

For more information please view here <https://www.unitedrepaircentre.com/>

**PROCESS:**  The customer is responsible for sending the bag to be repaired to our Customer Service address with the completed form. The team will then liaise with United Repair Centre with regards to repairing the bag. Once URC confirms the repair can be carried out, the customer will be contacted to pay for the repair.Once the repair has been completed the item will be posted back on a tracked delivery service.

**IMPORTANT;** Repairs in warranty are covered by Knomo. Repairs out of warranty need to be paid for by the customer. This would also include postage. We advise you to get proof of postage or use a tracking service as we are not responsible for items lost in the post.

**TIMING**: Please allow 4 weeks from sending the bag to getting the bag returned to you.

**WARRANTY:** We offer a 1 year warranty on the repair. The rest of the bag will have the original warranty from the date of purchase.

**YOUR DETAILS**

| **Name:**  **Address:**  **Tel:** | **Email:**  (Used to place your order)  **Order No:**  (Found on your confirmation email)  # |
| --- | --- |

**PRODUCTS RETURNED**

| Qty | Product Code (e.g16-600-BLK) | Product Name | Reason Code | **Reason Codes** |
| --- | --- | --- | --- | --- |
|  |  |  |  | 1. Needs a zip repair (up to £55) 2. Missing zip pulls 3. Buckle broken 4. Handle repair 5. Stitch repair 6. Other (please provide reason) |
|  |  |  |  |

**PLEASE SEND REPAIR TO:**

| Knomo Repairs  Customer Service  82 Grosvenor Road  London  N10 2DS |
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