



We're taking responsibility for the environment by making high-quality, long-lasting products that we can repair. We want you to enjoy our products as long as possible, so you don't just have to buy more of them.

It takes us a few weeks to be able to repair your bag. You will receive an email when it is ready for pick-up or return per mail.

If you have repaired your bag yourself in the past, please take everything out before mailing it in. Also make sure you washed your bag. We only accept 3 bags per person at a time.

Repairs are always visible, and are first and foremost a functional solution so that you can keep using your product.

## START A REPAIR

### STEP 1

Wash your bag following the instructions on the care label. Unwashed bags will be sent back to you unrepaired.

### STEP 2

Fill out this form.

### STEP 3

Print the form and send it with your parcel, or email it to [repair@susanbijl.nl](mailto:repair@susanbijl.nl).

Please make sure your parcel always includes your name, phone number and email clearly.

### STEP 4

Ship your bag to the following location:

SUSAN BIJL CARE & REPAIR  
OOSTZEEDIJK 108 - UNIT 1  
3063BG ROTTERDAM  
THE NETHERLANDS

Or drop it off at a SUSAN BIJL store.

We recommend shipping your parcel with a carrier that can provide tracking as we are not responsible for lost packages.

## YOUR DETAILS

full name:

.....  
email:

.....  
phone number:

.....  
date:

## REPAIR NEEDED

Please describe the items you are sending in and what you would like to have repaired.

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## COLOUR

Our repair team always searches for the best and most beautiful solution. We work with a lot of different fabric colours every year, and we don't keep all colours in stock for our repairs.

The colour of the fabric used for the repair may not be an exact match, but we'll do our best to find the closest match possible.

- don't repair if we have no similar colours available  
 it's ok to use contrasting colours!

## PATCHES

We use our patches to cover rips or small tears. The invoice will be sent to you by email after the repair. View patches [here](#).

- use a patch, €4,90

## RETURN

You will receive an email when the repair is ready for pick-up or return per mail, in which case shipping costs will apply.

We always ship our parcels with a tracking number. Current shipping costs can be found at [www.susanbijl.nl](http://www.susanbijl.nl).