

SUSAN BIJL®

If you have repaired your bag yourself in the past, please undo everything before sending it. Make sure you wash your bag. We do not repair unwashed items; they will be returned to you without any amendments. We accept three bags per person at a time.

Our repair team aims for the best and most beautiful solution. We work with many different fabric colours yearly and 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.

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

The New Shopping Bag

- Holes and tears in the fabric, in any size.
- All seams and bindings.

The New Pouch

- Holes and tears in the fabric, in any size.
- Most seams and bindings.
- Torn loops. If we reattach the loops on the small pouch, they might end up 1 cm apart.
- Fix or replace zippers.

The New Strap

- Replace broken hooks and buckles.
- The seams in the fabric.

The New Keychain

- The seams in the fabric.

The New Bum Bag

- In this fabric, we can cover holes with matching stitchings.
- We can also cover holes in this fabric with a figurative patch (as long as stock lasts). The costs for the patches are €14,90. We will send the unused patches with your repaired item.
- Replace broken hooks and buckles.
- Fix or replace zippers.
- Fix loops.

The New 24/7 Bag

- In this fabric, we can cover holes with matching stitchings.
- We can also cover holes in this fabric with a figurative patch. The costs for the patches are €14,90. We will send the unused patches with your repaired item.
- Replace broken hooks and buckles.
- Fix loops.
- Fix or replace zippers.
- Fix tears in the lining.

The New Foldable Backpack

- Holes and tears in the fabric, in any size.
- Reattaching the shoulder straps and handle.
- Most seams and bindings.
- Fix or replace zippers.

The New Backpack

- We can reattach the magnet to the front of the New Backpack pocket. As with all repairs, it will leave a mark.
- In this fabric, we can cover holes with matching stitchings.
- We can also cover holes in this fabric with a figurative patch (as long as stock lasts). The costs for the patches are €14,90. We will send the unused patches with your repaired item.
- Fix or replace zippers.

The New Stash Bag

- Holes and tears in any size of the front fabric and inner pouch.
- Reattaching the handles
- Most seams and bindings.
- Cover holes in the back fabric with a figurative patch or fix it with stitching: this will leave a mark.
- Fix or replace zippers.

The New Protectable

- Holes and tears in the fabric, in any size. Note: the repair will always be visible in the case of The New Protectable.
- Fix all seams.

The New Raincoat

- We can cover tears/rips in our raincoat, but the repaired area won't be waterproof anymore.
- Fix most seams.
- A loose elastic cord.

The New Trash Bag

- Holes and tears in the fabric, in any size.
- All seams and bindings.
- A broken cord.
- Reattach the handles.

The New Tote Bag

- In this fabric, we can cover holes with matching stitchings.
- We can also cover holes in this fabric with a figurative patch (as long as stock lasts). The costs for the patches are €14,90. We will send the unused patches with your repaired item.
- Fix or replace zippers.
- Fix loops.
- Reattach the handles.
- Holes and tears in any size of the inner pouch.
- Most seams and bindings.

What we can't do:

- More than three bags per person at a time
- Remove stains
- Coating flaking off
- Re-waterproof items

Should we find that your item is irreparable, we'll get in touch with you.