

## Selk'bag Warranty Returns Form

If you have a manufacturer defect, please provide us with the following information and return your product to us for inspection.

**USING BLOCK CAPITALS, please complete this form, print it off and return it with your product.**

**Name**

**Address**

**Postcode**

**Email**

**Telephone**

**Model / size**

**Description of fault:**

**Please send it to us at the following address;**

Whitby & Co  
Warranty  
Aynam Mills  
Canal Head North  
Kendal  
LA9 7BY

**When returning your product please make sure it is securely packaged. We advise that you send it via a secure method (i.e. Royal Mail Special Delivery or an equivalent service in your location) as we cannot be held responsible for products that do not reach us.**

### **Important Notes:**

- 1) We aim to inspect your warranty within 10 working days and will replace it free of charge if a fault is found. If we need to return it to the manufacturer for inspection/replacement, we will notify you of the approx. delay in your warranty being processed.
- 2) Unauthorised modifications will invalidate the warranty.
- 3) In a tiny minority of cases the condition/misuse of the product may mean that the warranty is invalidated and we would contact you to discuss this if we felt this may be the case.
- 4) We are unable to send both a replacement and the original product back to a customer.
- 5) If you have a discontinued product or your product is of sentimental value we may need to replace it (at our discretion with an alternative model).
- 6) Normal wear and tear are not covered under the Selk'bag warranty.

### **We need your permission to stay in touch**

We'd like to keep you up to date on products and promotional offers that may be of interest to you. You can "Opt-out" at any time.

Yes - I'm happy to receive emails

**Privacy Notice:** We take your privacy seriously and will only send you emails that relate to your warranty return unless you have already subscribed to our mailing list. Full details of how we collect, use, store and share your information can be seen at [www.princetontec.co.uk/privacy-policy](http://www.princetontec.co.uk/privacy-policy)

**Yes, I consent to my data being processed as outlined above**

**Date (dd-mmm-yy)**