EAGLE CREEK CONSUMER REPAIR RETURN FORM

Please complete all applicable fields of this form and attach a copy to your warranty return.
FOR REPAIR EVALUATION, YOUR PRODUCT MUST BE RETURNED DIRECTLY TO:

Eagle Creek Warranty & Repair C/O San Antonio Shoe & Luggage Repair
Attn: Repair Department
903 E Bitters Road Suite 304
San Antonio, TX 78216
Phone: 210-496-7646 • Email: sashoe@satx.rr.com

Name:	**Address:**	**Are you an Eagle Creek employee?** ☐ YES ☐ NO	**Employee ID#:**

City:	**State:**	**Zip:**	**Home Phone:**	**Cell Phone:**

Email:	**Preferred Method Of Contact:** ☐ Home Phone ☐ Cell Phone ☐ Email

PRODUCT PLACE OF PURCHASE:

Name of store or website: _____ OR ☐ Received as a gift.

REASON FOR RETURN:

PRE- AUTHORIZATION:

If your item is not covered under warranty, but you still want to have the required repairs done, do you hereby authorize repairs costing up to $50.00? (In the unlikely event that the cost of repair exceeds $50.00, we will contact you for authorization. Product w/o repair authorization will be returned after 30 days) ☐ YES ☐ NO

PRODUCT RETURN/REPLACEMENT OPTION:

If your returned warrantable item cannot be repaired for whatever reason, would you accept an equivalent replacement item or would you want the original item returned to you in an "as is" condition at no additional cost?

☐ **REPLACE** my non-repairable item
☐ **RETURN** my non-repairable item

Typical repair time is 3-4 weeks and is subject to parts availability. Repair times vary and may extend up to 8 weeks during peak times and for extensive repairs. Our policy requires that all items accepted for repair must be clean. Please ensure your item is cleaned prior to return. If your product needs to be sent out to be cleaned, Eagle Creek Repair Centers will assess a cleaning fee in addition to any repair costs, and the return time may be extended an additional 2 weeks to accommodate cleaning.

For further questions or concerns, please visit us @ www.EagleCreek.com, or email CustomerService@eaglecreek.com.

Signature:	**Date:**