



Assessment Form - Repair, Replacement, Refund

**** Use this form for the return of items which have been used ****



Ironclad Guarantee: *We guarantee everything we make. If you are not satisfied with one of our products at the time you receive it, or if one of our products does not perform to your satisfaction, return it to the store you bought it from or to Patagonia for a repair, replacement or refund. Damage due to wear and tear will be repaired at a reasonable charge.*

Please include this form with your return. If you have any questions, please email contact@patagonia.com.au or call (03) 5261 4411. Please be sure to post the item with a carrier that can provide tracking and insurance.

All items to be returned MUST be clean and dry, items not in this condition will result in a delay in processing the return and maybe subject to a cleaning fee.

Date: ____/____/____ Item Purchased From: _____ Purchased Price: \$ _____

Customer Information:

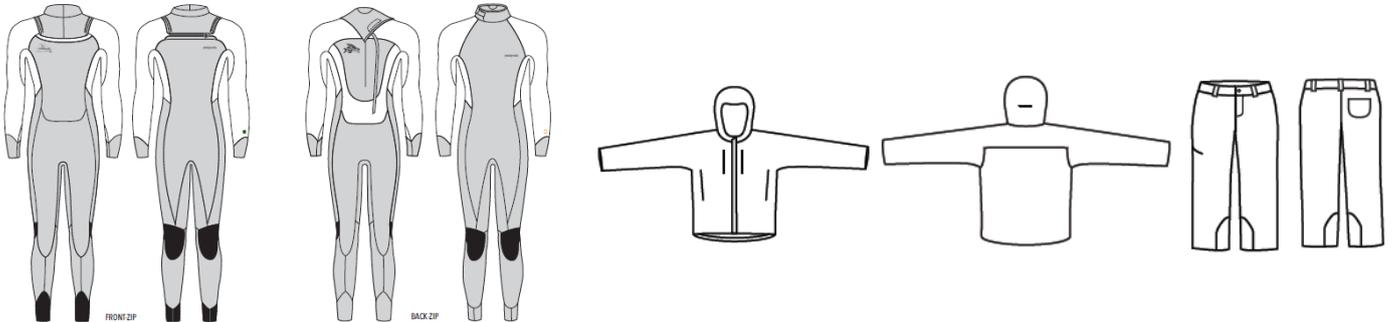
Name _____ Phone _____
Address _____
Email _____

Item To Be Assessed:

Item Description _____ Style Code (if known) _____ Colour _____ Size _____

Please describe the problem you need assessed & your expectations:

Please mark an X where assessment is required



In the event we cannot repair your item, and the issue is deemed a warranty issue, we will first arrange to replace the item with an exact replacement. If this is not available we will contact you to discuss an alternative replacement. If the item is not covered by warranty and cannot be repaired, would you like the item returned to you? Yes/ No

Please use the reverse side of this form for any additional information you would like to provide.

Send to: Patagonia International Inc
Warranty Returns
5 Baines Crescent
Torquay VIC 3228