

WARRANTY CLAIM FORM
Selk'bag USA



We're sorry if you've experienced any issues with the condition of your Selk'bag products. Selk'bag warrants all of its products for a period of one year after date of sale against defects in workmanship or materials; accessories are not covered under warranty. All warranty claims must follow the guidelines as presented below. Sorry, we are unable to accept COD returns.

Warranty Process & Policy

1. Selk'bag products are warranted for a period of one year from the original date of sale. Selk'bag shall make all warranty determinations and reserves the right to either replace, repair, or issue credit for valid warranty returns. All customers must attain a Warranty Return Authorization (WRA) number prior to returning product, as no claims shall be accepted without a registered WRA number.
2. The Selk'bag Warranty covers:
 - (i) Defects in workmanship
 - (ii) Material defects
3. The Selk'bag Warranty does **not** cover:
 - (i) Damage resulting from user mis-use or abuse, including:
 - Product used for purposes other than originally intended
 - Product damage due to exposure to chemicals, fire, water or other foreign substances
 - (ii) Issues caused by failure to care for the product (e.g. improper storage)
 - (iii) Normal wear and tear
 - (iv) Aesthetic damage to product, including scratches, discoloration or other non-function impairing changes
 - (v) Product that has been previously repaired
 - (vi) Product that has been improperly fit
 - (vii) Product damaged through accidents
4. To initiate a warranty claim, please follow these simple steps:
 - (i) Call Selk'bag customer service at 1.855.269.5398 x1 to attain a Warranty Return Authorization number and call tag
 - (ii) Complete this form as accurately as possible. Inaccurate information will result in processing delays
 - (iii) Place (1) the Selk'bag, (2) this form and (3) a copy of the original order/receipt/confirmation in an adequate shipping box
 - (iv) Write the Warranty Return Authorization Number on the outside of the box in large, bold font
 - (iv) Ship the box to the "Return Shipping Address" noted below using the call tag provided
5. Once received, Selk'bag's warranty claims department will process the claim and determine a suitable course of action

Customer Contact Information (please print):	
Name:	-----
Address:	-----
City:	-----
State:	-----
Zip:	-----
Phone:	-----
Email:	-----

Warranty Claim Shipping Address:
Selk'bag USA
c/o Warranty Claims
674 Via de la Valle, Ste 230
Solana Beach, CA 92075
U.S.A.
855.269.5398
<i>Accepted Carriers: USPS, FedEx, UPS</i>

The information below can be found on the original receipt, packing slip, or original order confirmation.

WRA Authorization Number:	Date of Purchase:	Place of Purchase:	Model & Size:	Quantity

Reason for Warranty Claim (Please Check):		
<input type="checkbox"/> Zipper Malfunction	<input type="checkbox"/> Hood Cord Issue	<input type="checkbox"/> Tear in Fabric (New Only)
<input type="checkbox"/> Stitching Separation	<input type="checkbox"/> Item Damaged In Transit	<input type="checkbox"/> Aesthetic Abnormality (New Only)
<input type="checkbox"/> Other (Please Specify): _____		