WARRANTY & NON-WARRANTY REPAIRS

IF YOU HAVE A DAMGED PATAGONIA® WETSUIT YOU WANT REPAIRED, PLEASE READ AND FOLLOW THESE INSTRUCTIONS

WARRANTY & NON-WARRANTY REPAIRS

WARRANTY REPAIRS cover anything that appears to have failed under normal use, such as a torn seams, blown-out panel, or a broken zipper. We do not charge for warranty repairs.

NON-WARRANTY REPAIRS Cover damage due to normal wear and tear / misuse, or damage not caused by a malfunction. We charge for non-warranty repairs.

WHO DETERMINES IF IT'S A WARRANTY OR NON-WARRANTY repair ?
The Returns Co-ordinator from Patagonia will determine whether your wetsuit repair is or is not covered by our warranty. They will contact you if there will be a charge and/or to discuss repair options.

CHARGES FOR NON-WARRANTY REPAIRS
Minimum Charge (applied toward any repair) $30.00

HOW LONG DOES IT TAKE?
Repair turnaround time is approximately 10-12 business days excluding shipping. Patagonia has the ability to repair the majority of panels, tears, nicks and zippers.

FIRST, FILL OUT THE FORM
Fill out the Patagonia Wetsuit Repair Form on the next page. Please write clearly, provide complete information and give a detailed description of the repair you want done. Also give us a visual of the area in need of repair by marking it on one of the wetsuit drawings on the repair form.

HOW TO SHIP YOUR WETSUIT

1. Make sure your wetsuit is clean: free of dirt and sand, and completely dry. We will not repair suits that are sandy, dirty or wet as they can damage machines. Dirty suits will be sent back unrepaired.

2. It's best to ship your suit in a box large enough to prevent excessive creasing.

3. Place the **Patagonia Wetsuit Repair Form** (completely filled out) in the box with your wetsuit.

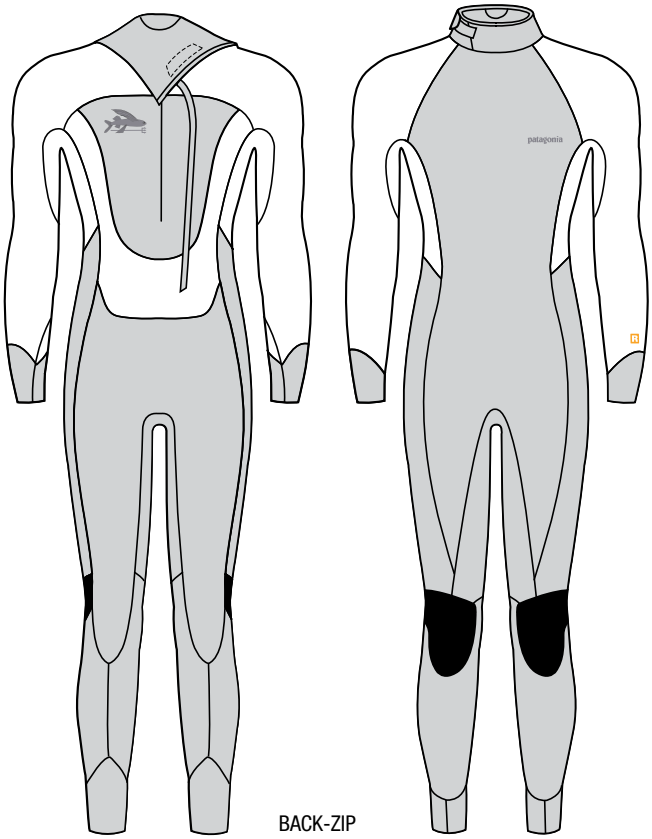
Ship your suit to:

Patagonia International Inc
Wetsuit Repair
5 Baines Crescent
Torquay, VIC, 3228
Australia
03) 5261 4411
contact@patagonia.com.au

WHO PAYS FOR SHIPPING?
You pay to send your wetsuit to us; we pay to send it back. This applies both to warranty and non-warranty repairs. All wetsuits will be shipped back to you from Patagonia or be made available for pickup at one of our stores.

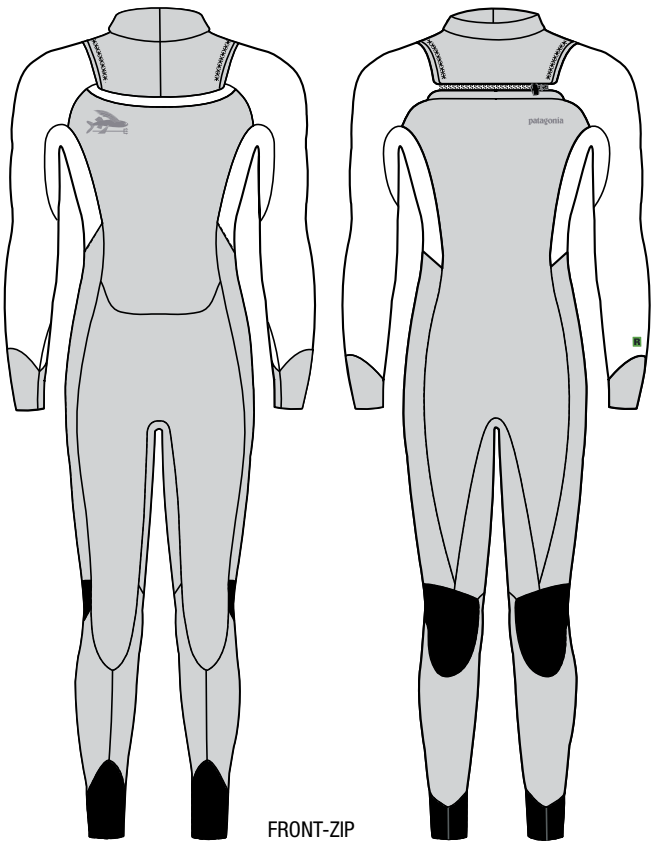
patagonia

WETSUIT REPAIR FORM



BACK-ZIP

PLEASE MARK THE AREA IN NEED OF REPAIR



FRONT-ZIP

CUSTOMER INFO

NAME

PHONE

ADDRESS

EMAIL

CUSTOMER WETSUIT INFO

MODEL

SIZE

CUSTOMER HEIGHT

CUSTOMER WEIGHT

DESCRIBE THE REPAIR YOU'D LIKE