

# patagonia® Return/Exchange/Repair Form

Please include this form with your return, exchange or repair. If you have any questions, please call us at (03) 5261 4411

Customer Number (if available) \_\_\_\_\_ Order Number (if available) \_\_\_\_\_

Original Purchaser's Address: \_\_\_\_\_ Send Exchange or Return to (if different): \_\_\_\_\_

Name \_\_\_\_\_ Name \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

City, State, Code \_\_\_\_\_ City, State, Code \_\_\_\_\_

Phone B/H \_\_\_\_\_ - \_\_\_\_\_ Additional Contact \_\_\_\_\_

Email \_\_\_\_\_

Where was item purchased? \_\_\_\_\_ Purchase price? \_\_\_\_\_

Reason for return? \_\_\_\_\_

What would you like us to do with your item? Credit  Exchange  Repair

If item is not covered by our warranty, or not repairable, would you like item returned to you? Yes  No

Does the item have sentimental value? Yes  No

What item(s) would you like in exchange?

Style No	Colour	2nd Colour	Size	Description	Price

*Exchanges for new items of higher value may incur shipping charges. For any additional billing needs, we will contact you via email or phone using the information above. Even exchanges for size or colour will be sent the same method as they were returned, free of charge.*

*Please include your invoice, receipt or any other form that shows value of items to insure you are credited correctly. Any item without receipt or proof of purchase will be credited at last sale price in the form of a gift card.*

**\* Please note:** Garments sent in for repair must be clean; please wash the garment before mailing it or it may be returned.

**\* About Shipping:** Please be sure to ship the package with a carrier that can provide tracking and insurance.

**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**



**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.