

# patagonia Return/Exchange/Repair Form

**NOT FOR WHOLESALE USE**

Please include this form with your return, exchange or repair. *If returning a wetsuit, please use the Wetsuit Return Form instead.* If you have any questions, please call us at 1-(800) 638-6464 or email us at [customer\\_service@patagonia.com](mailto:customer_service@patagonia.com)

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

**Original Purchaser's Address:**

**Send Exchange or Return to (if different):**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, ZIP \_\_\_\_\_

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, ZIP \_\_\_\_\_

Phone \_\_\_\_-\_\_\_\_-\_\_\_\_ 2nd Contact # \_\_\_\_-\_\_\_\_-\_\_\_\_ Email \_\_\_\_\_

Where & when was item purchased (if known)? \_\_\_\_\_ Date \_\_\_\_\_ Purchase price? \_\_\_\_\_

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

What would you like us to do with your item?  Credit\*  Replace  Repair

*Repair:* If not repairable, would you like:  Gift Card for value of return  Current season equivalent product

If item is not covered by our warranty, would you like it:  Returned to you  Recycled by Patagonia

*Replacement:* What item(s) would you like in exchange for what you have returned?

Style Number	Color	2 <sup>nd</sup> Color	Size	Description	Price

*Replacements for new items of higher value may incur shipping charges. For any billing needs, we will contact you via email or phone using the information above. Even replacements for size or color 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.*

*\*If the original purchase was paid for by credit card, the credit card will be credited for the returned item(s) upon receipt by Patagonia. The credit card will be charged for the replacement item(s) when shipped. Please allow up to two billing cycles for your credit to appear on your monthly statement.*

*By United States law, garments sent in for repair must be clean; please wash the garment before mailing it.*

**About Shipping:** Please be sure to ship the package with a carrier that can provide tracking and insurance. Note that the USPS Priority Mail is not an expedited service.

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



**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.

----- If you do **not** have your original packing invoice – cut here -----

**Patagonia  
Mail Order Returns  
8550 White Fir St.  
Reno, NV 89523  
United States of America**