

WETSUIT REPAIR AND WARRANTY FORM

PLEASE READ AND FOLLOW THESE INSTRUCTIONS

WARRANTY REPAIRS cover anything that appears to have failed under normal use, such as a blown seam, failed power seam seal or broken zipper. Warranty items are always repaired free of charge. We expect our suits to last between 3 to 4 seasons when properly maintained and cared for. Booties and gloves are not expected to last as long as wetsuits. We anticipate our accessories to have a useful lifetime between 2 to 3 seasons. This varies from user to user and does not necessarily have to do with the number of times the product is used. We are always willing to evaluate your item(s) and are determined to make quality repairs and alterations whenever feasible and possible.

NON-WARRANTY REPAIRS cover damage due to normal wear and tear or damage not caused by a malfunction. For example, a blown-out panel, a fin cut, or delamination of materials. We offer repairs for these items at a reasonable cost. Fit issues and sizing are strictly not covered. These two need to be resolved before the suit hits the water.

THINGS THAT VOID OUR WARRANTY

- Repairs made by an unauthorized repair shop if they damage the suit.
- Wetsuit classified as "used", "second hand" or "irregular" (sold with defects).
- Wetsuits used in commercial operations, wetsuit rental, teaching or instructional programs or activities.
- Fit issues that arise after the wetsuit has been used. Fit issues should be resolved before the wetsuit hits the water.

Our wetsuit warranty does not cover upgrading your older Patagonia wetsuit to a current model. We are continuously improving our designs and materials, but that doesn't make your existing wetsuit unsatisfactory. It just means that the next one you buy will be even better than the last.

WHO DETERMINES IF IT'S A WARRANTY OR NON-WARRANTY REPAIR?

The folks at our Wetsuit Repairs Facility have sole determination in whether your wetsuit issue is 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

\$20

Fin cuts/slices/tears or holes
Elbow patches
Cuff replacement(s)
Personal Surf Inflation (PSI) Vest Modification
Remove hood

\$40

Shoulder/sleeve/calf or crotch panel replacement(s)
Rear panel delamination (1/2 panel replacement)
Add hood

\$80

Full panel replacement (front or rear panel)
Alterations (varies; subject to approval)

WHAT IS THE PROCESS FOR RETURNING MY WETSUIT?

If your item has been *used*, it must be sent to the Wetsuit Repairs Facility in Ventura, CA. Please include a valid proof of purchase along with your completed repair form.

WETSUIT REPAIRS

188 W Santa Clara St
Ventura, CA 93001
wetsuitrepairs@patagonia.com

WETSUIT REPAIR CONTACT INFO

(805) 667-2424

HOW DO I SEND MY ITEM FOR REPAIR?

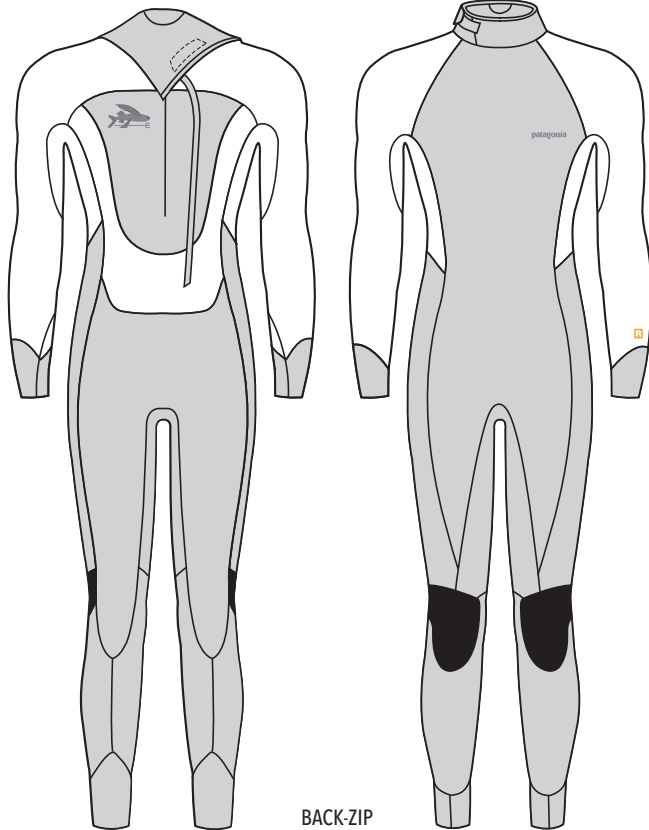
As a courtesy to our employees, please wash and thoroughly dry your item before dropping it off or mailing it in for return/repair. Damp or dirty items can damage our sewing machines and repair equipment, as well as add to your turnaround time. We reserve the right to charge for any item we receive that is not clean or dry. If excessive, we may send the item back to you as is.

WHAT IS THE PROCESS FOR REPAIRING MY WETSUIT?

Once the item gets to the Repairs Department, we evaluate it and determine the repairs we will make. Typically, we look for areas where we see wear in addition to the repairs you specify when sending in your item. If no payment is needed, we will contact you with the current turnaround time and what to expect during the repairs process. If we find non-warranty fixes, we will contact you to clear charges. When repairs are finished, you will be called for pick-up (if local), or sent tracking information after your item is shipped out via UPS. Please note, we are unable to ship to P.O. boxes.

HOW LONG WILL MY REPAIR TAKE?

Our turnaround time is generally 3-4 weeks. During peak season we generally see the turnaround time increase to 8 weeks or more. This excludes shipping and/or time in transit and is not guaranteed. If you need your item back by a specific date, please contact us prior to sending it in.



BACK-ZIP

CUSTOMER INFO

NAME _____

PHONE _____

SHIPPING ADDRESS (NO P.O. BOXES) _____

EMAIL (REQUIRED) _____

CUSTOMER WETSUIT INFO

MODEL _____

SIZE _____

CUSTOMER HEIGHT _____

CUSTOMER WEIGHT _____

PURCHASE DATE _____

(please include a copy of your receipt)

PATAGONIA/DEALER USE ONLY

LOCATION RECEIVED _____

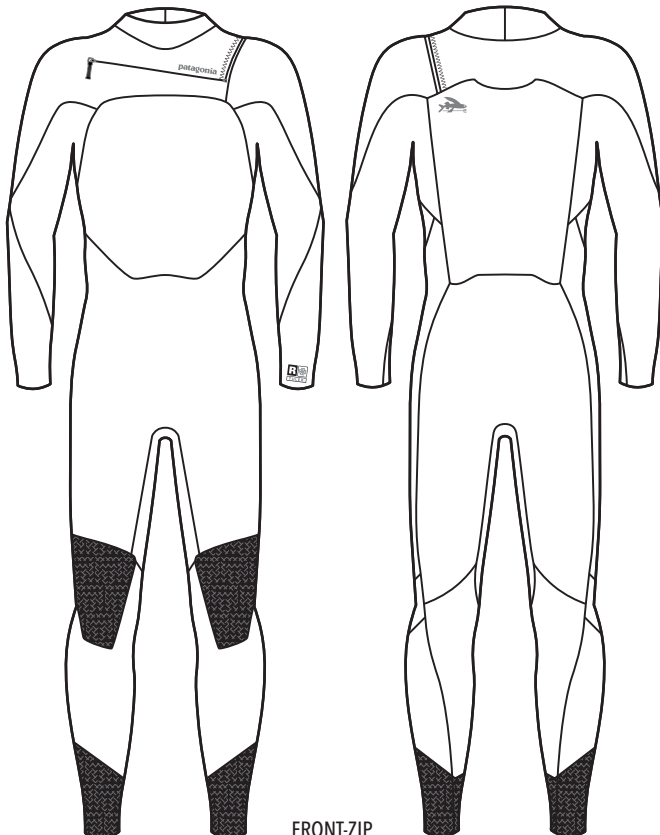
RECEIVED BY (NAME/INITIALS) _____

DATE RECEIVED _____

DATE SENT _____

DESCRIBE THE REPAIR YOU'D LIKE

PLEASE MARK THE AREAS IN NEED OF REPAIR



FRONT-ZIP