

## A. CUSTOMER DATA

Please complete this form in capital letters.

Name \_\_\_\_\_  
Address \_\_\_\_\_ Zip \_\_\_\_\_  
City \_\_\_\_\_ Country \_\_\_\_\_  
Phone or mobile \_\_\_\_\_ Email Address \_\_\_\_\_

## B. DEFECT

Please indicate position of the defect

Shoulder strap (67\*)

Zipper

Quantity: .....

principal (50\*)

small (51\*)

Seams

inside

outside

Buckle (65-79-80-81\*)

Wheel (52\*)

Velcro (60\*)

Handle (70\*)



## C. REPAIR / REPLACEMENT

Please add a copy of your proof of purchase.

If the defect is covered by warranty and you cannot repair my Kipling I would prefer:

a replacement by the same or similar product (free of charge)

to have it back (unrepaired)

Please indicate if:

you would prefer a repair rather than a replacement by a similar product (eg. different colour)

## D. REPAIR AT CHARGE

If the defect is not covered by warranty we can offer you a repair at charge.

Please indicate your choice below:

Yes, I agree with a repair at charge if the defect is not covered by warranty. Please send the bag back unrepaired if the cost is higher than \_\_\_\_\_ €.

No, I don't agree with a repair at charge if the defect is not covered by warranty. Please send the bag back unrepaired.

Please fill out this form and send it together with your Kipling Product to the address below:

VF Warranty Repair Kipling - UPS Dresden  
Goettinger Straße 3  
01665 Klipphausen  
GERMANY

Please note that we only accept your parcel if you send it at own expense.

Please add a copy of your proof of purchase