

REPAIR FORM

*For Northern Ireland please go to UK

kipling | Live.Light

A. CUSTOMER DATA

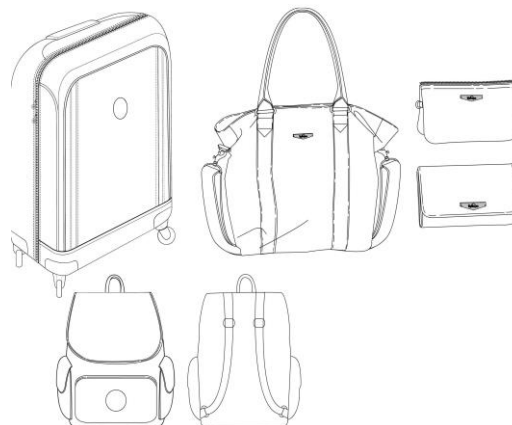
Please complete this form in capital letters

Customer number (ShipTo)..... Warranty number.....
Your reference.....
Company 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*)



*Internal use

C. REPAIR / REPLACEMENT

Please add a copy of your proof of purchase.

If the defect is covered by warranty and you cannot repair the bag, the consumer would like:

- ☐ 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 the consumer a repair at charge.

Please indicate the choice of the consumer below:

- ☐ Yes, the consumer agrees 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, the consumer does not agree with a repair at charge if the defect is not covered by warranty. Please send the bag back unrepaired.

Date and signature

Stamp

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

VF Warranty Repair Eastpak - UPS Dresden
Goettinger Straße 3
01665 Klipphausen
Germany