

REPAIR FORM

*For UK and Northern Ireland

kipling | Live.Light

A. CUSTOMER DATA

Please complete this form in capital letters

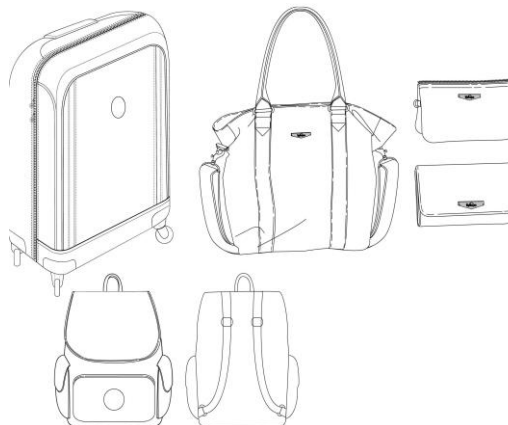
Customer number (ShipTo)..... Warranty number.....
Your reference.....
Company name.....
Address..... Zip.....
City..... Country.....
Phone or Mobile..... Email Address.....

B. DEFECT

*Internal use

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 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: *

Scottish Mountain Gear
3 Broughton Park
Newhailes Industrial Estate
Newhailes Road
Musselburgh
East Lothian
EH21 6SY

* for UK + Northern Ireland