



LIVE LIGHT

## REPAIR FORM

### 1. CUSTOMER DATA

Please complete this form DIGITALLY and IN CAPITAL LETTERS.

Name .....  
Address ..... Zip .....  
City ..... Country .....  
Phone or mobile ..... Email Address .....

### 2. DEFECT

Please indicate position of the defect.

Shoulder strap (67\*)

Zipper

Quantity: .....

Principal (50\*)

Small (51\*)

Seams (53\*)

Inside

Outside

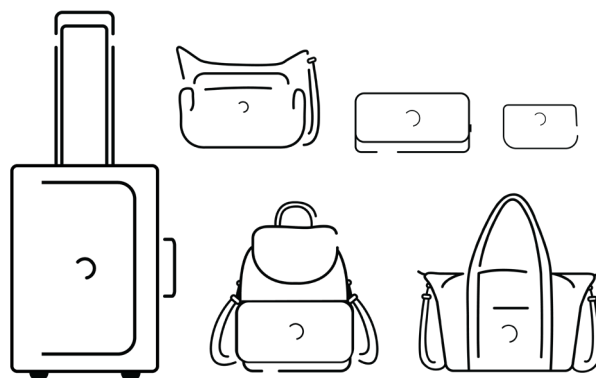
Buckle (20-79-80-81\*)

Wheel (52\*)

Velcro (18\*)

Handle (70\*)

\* = Internal use



### 3. REPAIR / REPLACEMENT

Please add a copy of your proof of purchase.

If the defect is covered by warranty and you cannot repair my Kipling bag with the original spare parts (same colour zips, straps,...),

I would prefer:

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

A repair done with alternative spare parts (other colour zip, straps,...).

Have it back unrepaired.

### 4. 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 ..... £.

You'll be contacted by e-mail for the correct price.

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.

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

VF Warranty Repair Kipling  
Rojna 79, 91-134 Lodz  
Poland

Please note that we only accept your parcel if you send it, with **Royal Mail**, at your own expense. We kindly ask you to contact the carrier regarding the customs procedure. We would like to inform you that the parcels with unpaid Customs duties will not be accepted. Please be informed that it is necessary to complete the Customs documents. To obtain the information about the payment for the shipment, please check the website of the respective carrier. Thanks a lot for your understanding.