

# GETTING YOUR WETSUIT REPAIRED

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.

## 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.

### FCD HEADQUARTERS - WETSUIT REPAIRS

43 S. Olive Street  
Ventura, CA 93001  
wetsuitrepairs@patagonia.com

If your item has *not been worn* and is in *brand new condition*, send it to the Reno Service Center. Your item must be accompanied by a receipt, order number, or other proof of purchase.

### PATAGONIA SERVICE CENTER - WETSUIT RETURN

8550 White Fir Street  
Reno, NV 89523

## HOW DO I SEND MY ITEM FOR REPAIR?

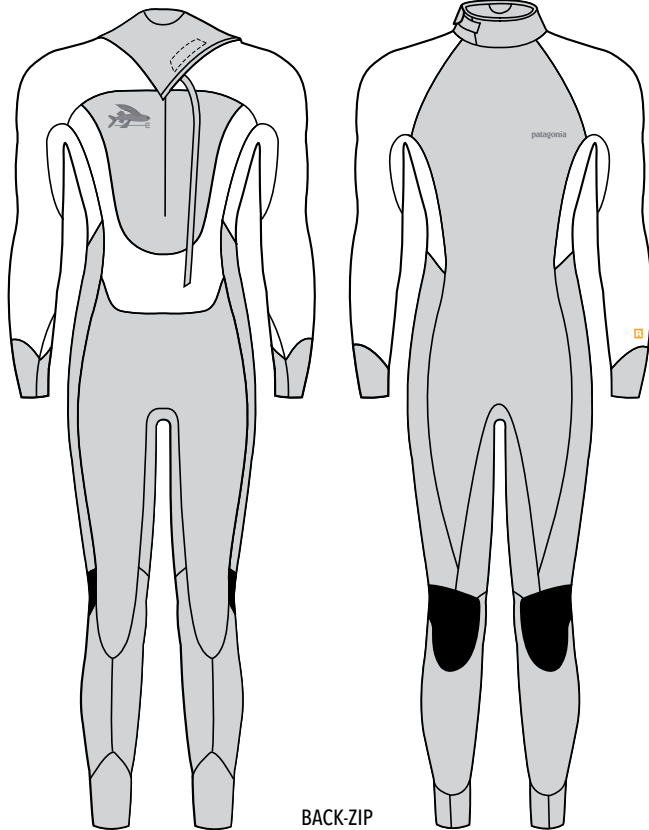
As a courtesy to our employees, please wash and thoroughly dry your item before dropping it off or mailing it in for return/repair. Damp or dirty items can damage our sewing machines and repair equipment, as well as add to your turnaround time. We reserve the right to charge for any item we receive that 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 10 business days or less. 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 \_\_\_\_\_

STYLE # \_\_\_\_\_

P.O. # \_\_\_\_\_

SEASON \_\_\_\_\_

CUSTOMER HEIGHT \_\_\_\_\_

CUSTOMER WEIGHT \_\_\_\_\_

PURCHASE DATE \_\_\_\_\_

(please include a copy of your receipt)

**PATAGONIA/DEALER USE ONLY**

LOCATION RECEIVED \_\_\_\_\_

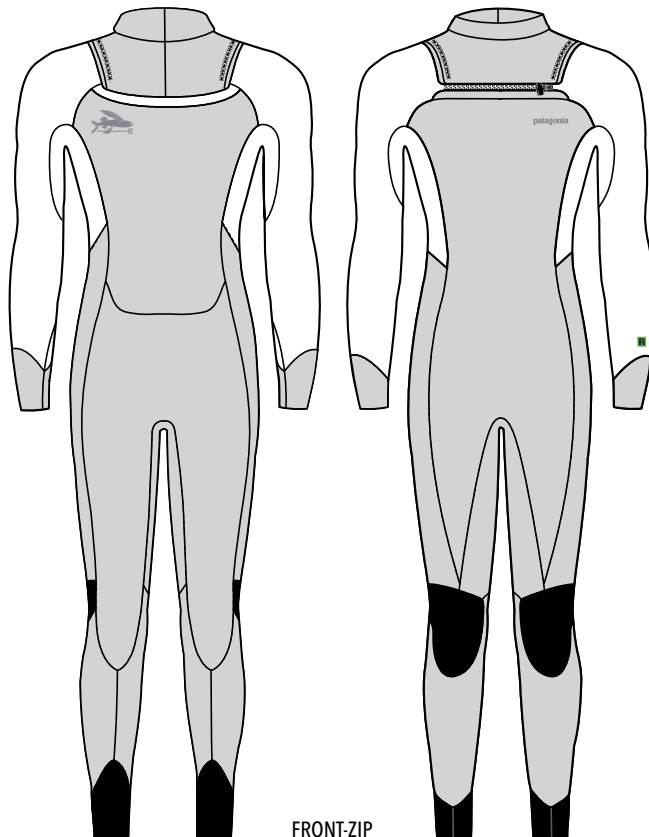
RECEIVED BY (NAME/INITIALS) \_\_\_\_\_

DATE RECEIVED \_\_\_\_\_

DATE SENT \_\_\_\_\_

DESCRIBE THE REPAIR YOU'D LIKE

**PLEASE MARK THE AREAS IN NEED OF REPAIR**



FRONT-ZIP