



Our **IRONCLAD GUARANTEE**

If you are not satisfied with one of our products at the time you receive it, or if one of our products does not perform to your satisfaction, you may return it to us for a repair, replacement or refund. Damage due to wear and tear will be repaired at a reasonable charge.

eMEDIA 041415 v8

1 Customer Information

FIRST NAME		LAST NAME	
STREET ADDRESS			
CITY	STATE/PROVINCE		POSTAL CODE
EMAIL			PHONE

Mailing Address (If different from above)

STREET ADDRESS		
CITY	STATE/PROVINCE	POSTAL CODE

2 Purchase Information

This item was a gift

ORDER NUMBER (IF KNOWN)	CUSTOMER NUMBER (IF KNOWN)
WHERE WAS THE ITEM PURCHASED (IF KNOWN)	

3 Return Item Details

(If returning more than two items, please use a second form)

Item One:	STYLE	COLOR	SIZE	ITEM DESCRIPTION
SELECT REASON FOR RETURN				
<input type="radio"/> NOT ITEM ORDERED - 10 <input type="radio"/> ZIPPER PROBLEM - 20 <input type="radio"/> DELAMINATING / LEAKS - 36 <input type="radio"/> DID NOT LIKE DESIGN - 40 <input type="radio"/> DID NOT LIKE COLOR - 52 <input type="radio"/> TOO SMALL - 67 <input type="radio"/> TOO LARGE - 77 <input type="radio"/> POOR FIT - 78				
<input type="radio"/> OTHER ISSUE: _____				

Item Two:	STYLE	COLOR	SIZE	ITEM DESCRIPTION
SELECT REASON FOR RETURN				
<input type="radio"/> NOT ITEM ORDERED - 10 <input type="radio"/> ZIPPER PROBLEM - 20 <input type="radio"/> DELAMINATING / LEAKS - 36 <input type="radio"/> DID NOT LIKE DESIGN - 40 <input type="radio"/> DID NOT LIKE COLOR - 52 <input type="radio"/> TOO SMALL - 67 <input type="radio"/> TOO LARGE - 77 <input type="radio"/> POOR FIT - 78				
<input type="radio"/> OTHER ISSUE: _____				

PLEASE NOTE

- To ensure you are credited correctly, please include an invoice or a receipt that includes your order number or customer number showing the value of your item(s). If you don't have a receipt or proof of purchase, you will be credited with an Electronic gift card at the last sale price. It can take up to 30 business days during peak times to process returns without an invoice or receipt.
- We are unable to refund credit card purchases more than 1 year old. If you paid by credit card, and returned your item within 1 year of the purchase date, your card will be credited when we receive your returned item(s). Please allow up to

two billing cycles for the credit to appear on your monthly statement.

- Please ship your package with a carrier that can provide tracking and insurance. USPS Priority Mail is not an expedited service.
- By law, and common decency, garments sent in for repair must be clean; please wash before mailing.
- For any billing needs, we will contact you via email or phone using the information you provided above.



patagonia®

PATAGONIA - RETURNS DEPT
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