

WARRANTY / REPAIR FORM

(If you have a product return or exchange, please use the Return and Exchange Form)



CUSTOMER NAME			
ADDRESS			
CITY		STATE	ZIP
PHONE		EMAIL ADDRESS	
PRODUCT/MODEL			SIZE
COLOR		FABRIC	

Return Authorization (RA) Number:		
<input type="checkbox"/> REPAIR	<input type="checkbox"/> PROVIDE AN ESTIMATE	<input type="checkbox"/> WARRANTY WORK
DESCRIPTION (PICTURES HELPFUL)		

CREDIT CARD INFORMATION (OPTIONAL)	
ACCOUNT NUMBER	<input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD
EXPIRATION DATE	SECURITY CODE
BILLING ADDRESS (if different from above)	
NAME ON CARD	SIGNATURE

<h2>REPAIR POLICY</h2>
<p>We only perform repair work on Brooks-Range products. All money or items found in pockets will be either discarded or donated. California law requires that products be clean before they are accepted for review.</p> <p>Please read our warranty and repair policy before sending your item to make sure it is eligible and to avoid having it returned to you unprocessed. Please see the full details of our product guarantee on our website at: http://www.brooks-range.com/Customer-Service.</p> <p>We endeavor to complete repair work in an efficient and timely manner, but due to various factors the timeframe for repairs may be from four (4) to six (6) weeks. If you need expedited service, please contact us to discuss options.</p> <p>For Apparel Products: Rainy Pass Repair, Inc. perform warranty and repair services for Brooks-Range Mountaineering Equipment Co. apparel products. Apparels for repair should be sent directly to Rainy Pass Repair, Inc.</p>

<h2>CHECKLIST</h2>	
Please make sure this form is completely filled out including Return Merchandise Authorization Number.	
To receive a Return Merchandise Authorization Number, contact us at:	
	Phone: +1 (510) 797-7980 Fax: +1 (510) 797-3214 Email: repairs@brooks-range.com
Ship your item(s) back using a method that is insured and can be tracked, such as UPS, FedEx, or Postal Service with Delivery Confirmation.	
FOR NON-APPAREL PRODUCTS, send to: Brooks-Range Mountaineering Equipment Co. 4725 Thornton Avenue Fremont, CA 94536-6408 USA	FOR APPAREL PRODUCTS, send to: Rainy Pass Repair, Inc. 4415 Stone Way North Seattle, WA 98103 888-747-7867, 206-523-8135 or repair@rainypass.com