

RUGGED THREAD REPAIR FORM
WEAR IT. LOVE IT. REPAIR IT.



INSTRUCTIONS:

- Please print this form and include it in your shipment.
- Items **must** be clean to avoid a \$35 cleaning fee.
- Please mark repair locations with masking tape.

Bags & backpacks: remove the frame, hip belts, and all stiff parts

Motorcycle gear: remove all pads and armor

Tents: ship only the part we are working on (no stakes, poles or bags)

Note that by sending in your items, you agree to our terms and conditions listed on the next page.

RETURN SHIPPING ADDRESS (USPS deliverable only):

Name _____

Address _____

City _____

State _____

Zip Code _____

Cell phone _____

Email _____

Desired Return Date* _____

Promo Code _____

*Please only put a return date if you *need* your item back by a certain date. If it is less than two weeks (not including shipping time), you may be charged a rush fee.

REPAIR INFORMATION

Item type (brand and color): _____

Specific repair request:

Enclose top portion with items. _____

RUGGED THREAD
2525 NE TWIN KNOLLS DR. STE 9
BEND, OR 97701

Terms & Conditions:

Our goal is functionality, durability, quality, and beauty. By sending your item in for repair, you agree to allow Rugged Thread to alter your item. We will do our best to get your item back to you how you envision it (or better!), but we cannot guarantee it because everyone's vision is different. We will always call, text, or email you prior to beginning any work to confirm the plan, repair options, aesthetic, and price. We will work with you to customize your repair, but ultimately, our repair technicians reserve the right to decide the best way to repair an item.

If your item has sentimental value and you have specific requests regarding the functionality and/or aesthetic of your repair, you *must* inform us of this in writing, via email at myrepair@ruggedthread.com or on the shipping repair form, prior to us beginning any work. We are not liable for any perceived damages to sentimental items sent in for repair.

Shipping & Handling Process:

We use USPS to return ship all customer repairs and provide tracking information. When your repair is complete, we will email you with a link to pay online or over the phone. Once payment is complete, we will ship your item out within 3 business days. Please note that you are responsible for shipping cost each way plus a \$5 handling fee. This fee helps cover the cost of labor for us to provide online quotes, open boxes, ship out, provide prompt customer service, and communicate any changes during the repair process.

Warranty:

The satisfaction of our customers is our number one priority. We are dedicated to high-quality, lasting repairs and have a one year limited-warranty on all our work. We make sure to use high-quality materials and only stock YKK zippers. If your repair fails within the first year due to a defect with our work, please contact us at [541-306-8727](tel:541-306-8727) or myrepair@ruggedthread.com. Please note that our warranty only applies to areas we directly worked on and does not extend to the entirety of your item, nor does it cover normal wear-and-tear damage from the user.

Thanks for choosing to repair rather than replace!