



*We guarantee everything we make. 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, return it to the store you bought it from or to Patagonia for a repair, replacement, or refund. Damage due to wear and tear will be repaired at a reasonable charge.*

# WADER REPAIR AND WARRANTY FORM

## PLEASE READ AND FOLLOW THESE INSTRUCTIONS

### WADER REPAIR SUBMISSION PROCESS

When sending in your waders for evaluation, please fill out and print the form below with all pertinent information. It is vital that all contact information is current for any inquiries regarding your waders. You will send them to one of our two in-line retail stores at the addresses below for tracking purposes. Upon receipt they will facilitate a repair/alteration, return, or recycle.

Please send to the closest store below:

Patagonia Toronto  
C/O Wader Repair  
500 King St W  
Toronto, ON M5V 1L9

Patagonia Vancouver  
C/O Wader Repair  
1994 W 4<sup>th</sup> Ave  
Vancouver, BC V6J 1M5

### REPAIR PROCESS

Waders being sent in for repair will be shipped to our repair partner YRVA in Quebec. You will receive an email confirmation when your waders have arrived at the Patagonia location, and upon completion. YRVA will evaluate your waders for leaks and perform all feasible repairs. If they cannot be repaired, a Patagonia representative will reach out to inform you of your options. If you selected to have them returned to you, they will be shipped out to the address on the form. If you selected for them to be recycled, they will be handled at the store. Upon completion of the repair the waders will be shipped to the address on the form.

**WARRANTY REPAIRS** cover anything that is considered premature failure or manufacturing related issues. We will evaluate your item(s) and determine if the repair is warranty or non-warranty. If the issue is warranty related and cannot be repaired, a Patagonia representative will reach out to inform you of your options.

**NON-WARRANTY REPAIRS** cover damage due to normal wear and tear, or damage not caused by a malfunction. For example, rips, pinholes, and peeling seam tape due to improper care are considered non-warranty. This varies from user to user and does not necessarily have to do with the number of times a product is used. If there is a fee associated with your repair, a Patagonia representative will reach out after they have been properly evaluated. With proper care and maintenance your waders will have a longer lifespan.

### BOOTIE ALTERATIONS

If you are seeking a bootie alteration on a new or lightly used pair of waders, we offer that service for a \$60 CAD flat rate fee. Please follow the same method for repair and a Patagonia representative will reach out for billing information upon receipt of the waders. Once the alteration is complete, the waders will be shipped to the address on the form.

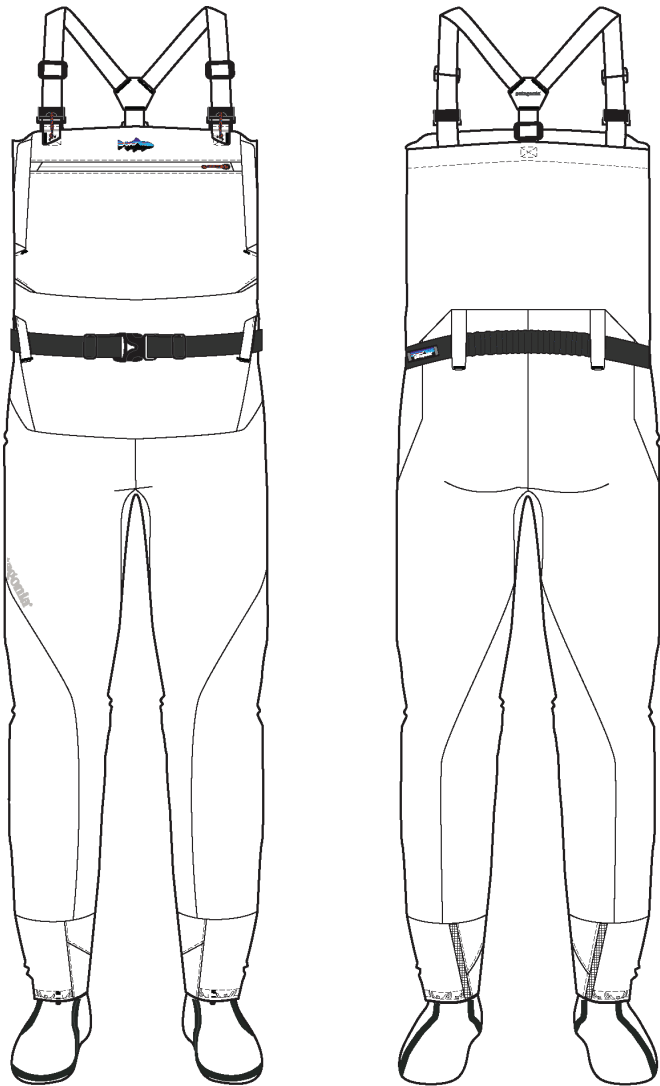
### TURNAROUND TIME

Wader repairs and alterations usually take 4-6 weeks from the time they are received at the Patagonia retail location. This turnaround time is subject to change. Please reference the website for current turn time status.



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PLEASE MARK THE AREAS IN NEED OF REPAIR



For health and safety reasons please ensure your waders are clean and dry before mailing in for repair. It is at the repair facility's discretion to refuse or charge extra for handling dirty or moldy items.

PATAGONIA USE ONLY

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

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

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

TRANSACTION # \_\_\_\_\_

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

CUSTOMER INFO

NAME \_\_\_\_\_

PHONE \_\_\_\_\_

SHIPPING ADDRESS (NO P.O. BOXES) \_\_\_\_\_

EMAIL (REQUIRED) \_\_\_\_\_

PLEASE NOTE: For any billing needs, we will contact you via phone or email using the information above. Any item returned without proof of purchase will be credited at the last sale price.

Your waders will be evaluated for repairability at the repair facility. Every effort is made to keep our products in use longer, but all products have a lifespan. If your waders have worked hard for you, they may have earned their retirement.

In the event that we are unable to repair your waders, please select one item below:

☐  Please return to me

☐  Please recycle this item

CUSTOMER WADER INFO

STYLE # AND SEASON \_\_\_\_\_

STYLE DESCRIPTION \_\_\_\_\_

SIZE \_\_\_\_\_

CUSTOMER SHOE SIZE \_\_\_\_\_

PURCHASE DATE OR ORDER NUMBER \_\_\_\_\_

DESCRIBE THE KNOWN ISSUES \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

BOOTIE ALTERATION INFO

Waders can be altered by upsizing or downsizing the booties. This is a flat rate \$60 fee. Please check the size you are interested in replacing your current booties with below.

Bootie Size	Men's Shoe Size	Women's Shoe Size
<input type="checkbox"/> XS	5 - 6	4 - 6*
<input type="checkbox"/> S	7 - 8	6 - 7
<input type="checkbox"/> M	9 - 11	8 - 9
<input type="checkbox"/> L	12 - 13	9 - 10
<input type="checkbox"/> XL*	14 - 15, maybe 16	11 - 12

\*Limited quantity available, not on production sizes