EASTPAK Repair Form

A. CUSTOMER DATA

Please complete this form in capital letters.

Name	
Address	
Zip	
City	
Country	
Phone or mobile	
EMAIL ADDRESS	

B. DEFECT

Please indicate position of the defect.

- O **Shoulder strap** (67*)
- O **Zipper**

  quantity: .....

  ☐ principal (50*)

  ☐ small (51*)
- O **Seams** (53*)

  ☐ inside

  ☐ outside
- O **Buckle** (65-79-80-81*)
- O **Wheel** (52*)
- O **Velcro** (60*)
- O **Handle** (70*)

* = for internal use only

C. REPAIR / REPLACEMENT

If the defect is covered by warranty and you cannot repair my Eastpak I would prefer :

O a replacement by the same or similar product (free of charge)

O to have it back (unrepaired)

Please indicate if :

O you would prefer a repair rather than a replacement by a similar product (eg. different colour)

D. REPAIR AT CHARGE

If the defect is not covered by warranty we can offer you a repair at charge. Please indicate your choice below:

O Yes, I agree with a repair at charge if the defect is not covered by warranty. Please send the bag back unrepaired if the cost is higher than ..... £. (You'll be contacted by e-mail for the correct price - only possible when you have VISA or Mastercard)

O No, I don't agree with a repair at charge if the defect is not covered by warranty. Please send the bag back unrepaired.

Please fill out this form and send it together with your Eastpak to the address below:

Eastpak Warranty Services
14450 Doolittle Drive
San Leandro, CA 94577
USA