

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

* for internal use only

Please indicate position of the defect:

Shoulder strap - 67*

Zipper

quantity: _____

principal - 50*

small - 51*

Seams - 53*

inside

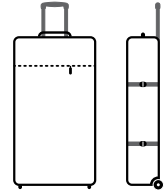
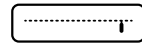
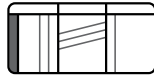
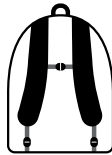
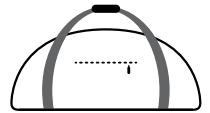
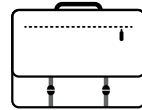
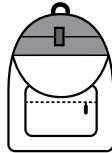
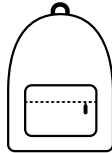
outside

Buckle - 65/79/80/81*

Wheel - 52*

Velcro - 60*

Handle - 70*



C - Repair / Replacement

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

- A replacement by the same or similar product (free of charge)
- To have it back (unrepaired)

Please indicate if:

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

D - Repair with charge

If the defect is not covered by warranty we can offer you a repair at charge.

Please indicate your choice below:

- 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 _____ £/€. (only possible with VISA, Mastercard or international wire transfer. We will contact you by e-mail to inform you about the correct price).
- 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:

VF Warranty Repair Eastpak - UPS Dresden
Goettinger Straße 3
01665 Klipphausen
Germany