

# Eastpak

## Repair Form



\*For UK and Northern Ireland

### 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

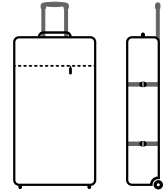
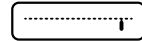
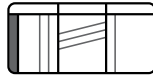
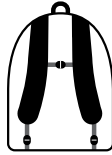
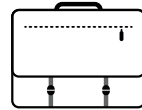
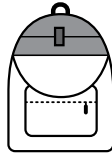
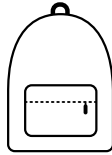
outside

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 PayPal).

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: \*

Scottish Mountain Gear  
3 Broughton Park  
Newhailes Industrial Estate  
Newhailes Road  
EH21 6SY, Musselburgh  
East Lothian, United Kingdom

\*For UK + Northern Ireland

Please note that we only accept your parcel if you send it at own expense.  
Please add a copy of your proof of purchase.