

CUSTOMER REPAIR REQUEST

Date: _____
Name: _____
Shipping Address: _____
(No PO Box) _____
City, State, Zip: _____
Daytime Phone: _____ E-Mail Address: _____

Please mail completed form along with the item(s) you would like repaired to:

**SIERRA DESIGNS
WARRANTY DEPARTMENT
516 Industrial Road
St. George, UT 84770**

PRODUCT INFORMATION—Item(s) you are returning (Check all that apply):

Tent Body Tent Fly Tent Poles Sleeping Bag Clothing

Model Name: _____ Year Purchased: _____

REASON FOR RETURN—Check all that apply.

Please note that all items sent in for warranty evaluation may be subject to a repair charge.

TENT BODY/FLY:

Zipper failure
Zipper slider not working
Delaminating
Poor stitching
Patch area/tear
Broken/Missing hardware
Webbing attachment torn/missing
Grommet torn/missing
Snap torn/missing
Retrofit/Change buckles
Replace/Restitch pole sleeve
Replace mesh
Replace panel
Tight pitch
Fabric leaks
UV degradation
Fastpack Velcro missing
Product damaged when purchased
OTHER*

TENT POLES:

Sharp break
Bent sections
Split/cracked pole ends
Split/cracked sections
Missing pole tips
Incomplete/slipping insert
Slack shock cord
Salt corrosion/cracked sections
OTHER*

SLEEPING BAG:

Lost loft/bag is flat
Insufficient warmth
Poor stitching
Construction failure
Shrinkage
Down is leaking
Zipper slider not working
Zipper failure
Patch area
Replace/restitch drawcord
Requires cleaning
OTHER*

CLOTHING:

Delamination
Poor stitching
Poor seam allowance
Zipper failure
Construction failure
Shrinkage
Lack of breathability
DWR failure
Drawcord pulled out
Pilling
Down is leaking
Restitch area
Patch area
Down—check loft
Replace/restitch Velcro
OTHER*

*If you marked "Other", please explain your reason for return: _____

Please send only the items in need of repair and remove all others (tent stakes, tent body/fly, tent poles, etc.)

Repairs during peak season may take 4-6 weeks.

All items being sent for repair must be clean, including sleeping bags and tents.

Items deemed insufficiently clean will be returned to the customer before being repaired.