

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
6235 LOOKOUT ROAD
BOULDER, CO 80301**

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.