

# Rainy Pass Repair, Inc. Terms of Service

## How to Send Something In For Repair, Alteration, or Laundry Service:

Items sent for repair should be **clean and free of odor & debris**. Sleeping bags and garments sent in for cleaning services do not need to be cleaned, but if your item is soiled by poison ivy, body fluids, or animal urine, please send it in a plastic bag and mark this on the outside of the bag.

**Print out the attached Repair Form and fill it out completely.** If you prefer not to include credit card information, leave the space blank and we can collect payment after the order arrives. **We will collect payment before proceeding with any repairs.** If you do not have access to a printer, write your contact info on a blank piece of paper, plus a description of the item and repairs.

**Please write clearly-** we cannot guarantee prompt service if your contact information is illegible.

**INCLUDE THE REPAIR FORM IN THE BOX WITH YOUR REPAIR.** Do not send the form separately or email ahead of time- we need the form to be in the box upon arrival to identify your order. **Include a valid email address** so that we can provide tracking information when your order ships back to your home or office. Limit packing materials to reduce shipping waste- NO PACKING PEANUTS.

## Return Shipping Information:

Our **standard method of return shipping** is via FedEx Ground or FedEx SmartPost/USPS. The customer will be charged for return shipping & handling for all repair orders, including orders that are returned for declined repairs. There is no return shipping fee for repairs that are recycled at RPR.

If you would like to **provide your own return shipping label** for FedEx, UPS, or USPS, there will be a packing & handling fee of \$3 per box. **Expedited Shipping** is available for an additional charge, call for details. Return shipments are insured for \$100. If you would like **additional insurance**, you must request the amount before the order ships, and additional fees will apply. RPR is not responsible for extra taxes and duties that apply to **international return shipping**.

## Turnaround Time & Rush Fees:

**Rush service is available at the discretion of RPR staff and rush fees apply.** Check our website or call for current turnaround time. If you need an item back by a certain date, please note this on the Repair Form or call/email the shop to discuss. When rush services are available, the following Rush Fees will apply, calculated a a percent of the total repair charges:

**50% Rush Fee** for orders that need to be repaired and shipped within 5 business days.

**30% Rush Fee** for orders that need be repaired and shipped in 6 to 12 business days.

## Satisfaction Guarantee & RPR Warranty:

Rainy Pass Repair, Inc. offers a 100% Satisfaction Guarantee. If you are not happy with your repair, we will do our best to make it right for you. We always strive for a factory-finished look, but there are some limitations: Patches are applied to the outside of most items and might be visible. **We cannot guarantee a perfect color match for fabric patches.** We carry many parts and fabrics, but we do not have access to all specialty or branded parts and trims so in some cases we are limited to stock parts. You are welcome to provide your own parts or fabrics for repairs or request an email with color options. We cannot guarantee that all stains will come out with a regular laundry service. There is an additional charge for **spot cleaning**, so please note the location and cause of the stain. The additional spot cleaning charge will be waived if the stain cannot be removed.

We offer a **1-year warranty** for the workmanship of any repair performed at Rainy Pass Repair, Inc. If you are not satisfied with your repair, please contact [repair@rainypass.com](mailto:repair@rainypass.com) or call the shop and we will do our best to resolve the issue to your satisfaction. Custom work and alterations will be warrantied for workmanship (stitching, seam sealing, accuracy to work order, etc.) but the 1-year warranty is at the discretion of the manager of RPR.

I have read and understand the Terms of Service

# CONSUMER REPAIR FORM

## RETURN SHIPPING ADDRESS :

Name:

Address:

City:

State:  Zip Code:

Day Phone:   Call me with estimate     E-mail me with estimate

Email:

*PLEASE PRINT THIS FORM, COMPLETE IT, AND INCLUDE IN THE BOX WHEN YOU SEND US YOUR ITEM.*



Rainy Pass Repair, Inc.  
4415 Stone Way North  
Seattle, WA 98103  
1-888-747-7867  
RAINYPASS.COM

REI Member Number:

## ORDER INFORMATION:

Check here to ship with signature required

| Item Description: | Repairs to be completed (please mark repairs with masking tape): |
|-------------------|--|
|                   |  |

Repair Estimate (if given):

**+ Return Shipping via FedEx Ground**

Return shipping will be calculated and added to the total repair cost after repair has been completed. Tracking info from FedEx will be sent via email on day of shipment.

## INTERNAL USE ONLY (Please DO NOT write in gray box below)

|  |  |                     |                     |
|--|--|---------------------|---------------------|
| <p>Date Received:</p> <p>Called with estimate <input type="checkbox"/> (enter date below)</p> <p>E-mailed with estimate <input type="checkbox"/> (enter date below)</p> <p>Repair approved (enter date):</p> | <div style="border: 1px solid black; padding: 5px; margin-top: 20px;"> <p><i>Sewer:</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><i>Repair cost:</i></td> <td style="width: 50%;"><i>Repair time:</i></td> </tr> </table> </div> | <i>Repair cost:</i> | <i>Repair time:</i> |
| <i>Repair cost:</i>  | <i>Repair time:</i>  |                     |                     |

## PAYMENT INFORMATION:

If you do not wish to include credit card info, simply leave this section blank and we will collect payment later. No work will be done on your order until payment info is collected. Your card will be charged when the order is ready to ship.

Card Number:

Expiration Date (mm/yy):

CVC (3 or 4 digit security code):

If this is a warranty repair please enter the RA#:

Cardholder Name:

Billing Address:

State:  Zip Code:

Cardholder Signature

-----The bottom portion of this form will be destroyed after we have charged your card -----