

How to Send Us Your item

Is Your Item Clean?

Items sent for repair should be clean and free of odor & debris. If your item is soiled by poison ivy, body fluids, or other contaminants, please send it in a plastic bag and mark it accordingly.

Fill Out Repair Form

Print out the attached Repair Form and fill it out completely.

Packaging

Send only the damaged item. Please do not send pack frames, tent pole, stuff sacks, zip-out liners, etc.

INCLUDE THE REPAIR FORM IN THE BOX with your item - we need the form to be in the box to identify your order. If you do not have a printer, write your contact information on a piece of paper, plus a description of the item and repairs.

TERMS OF SERVICE

Satisfaction Guarantee

Rainy Pass Repair, Inc. offers a 100% Satisfaction Guarantee. If you are not satisfied with your repair, please contact repair@rainypass.com or call the shop and we will do our best to resolve the issue to your satisfaction. We provide a 1-year warranty for the workmanship (stitching, seam sealing, accuracy to work order, etc.) on any repair performed at Rainy Pass Repair, Inc.

Turnaround Time

Check our website or call for current turnaround times. If you need an item back by a certain date, please note this on the Repair Form or call/email the shop to discuss.

Rush Fees

Rush service is available at the discretion of Rainy Pass Repair, Inc. staff. Rush Fees are calculated as 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 10 business days.

Return Shipping

Our standard methods of return shipping are FedEx Ground and FedEx SmartPost/USPS. Expedited Shipping is available. You will be charged return shipping & handling for all items returned to you. You may provide your own return shipping label for FedEx, UPS, or USPS, however there will be a packing & handling fee of \$3 per box.

Rainy Pass Repair, Inc. is not responsible for any item once it leaves our facility. Return shipments are insured for \$100. If you would like additional insurance, you must request the amount before the order ships, additional fees will apply.

Rainy Pass Repair, Inc. is not responsible for taxes and duties on international shipments.

Patches

We always strive for a factory-finished look, but there are some limitations. Patches are applied to the outside of most items and will be visible. We cannot guarantee a perfect color match for fabric patches. If you are concerned about color matching, please request an email with color options.

Parts and Fabrics

We carry many parts and fabrics, but we do not have access to all specialty or branded parts and trims. In some cases we are limited to stock parts. You are welcome to provide your own parts or fabrics for repairs.

Laundry

We cannot guarantee complete odor or stain removal with a 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.

Abandonment

If we do not hear from you for 30 days from our last communication, we reserve the right to dispose of your item.

CONSUMER REPAIR FORM

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

RETURN SHIPPING ADDRESS :

Name:

Address:

City:

State: Zip Code:

Phone:

Email:



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

IMPORTANT- Required before services are performed:

Check here if your item has been laundered. Repairs on dirty items may be refused or incur additional fees for laundry services. Leave **unchecked** if sending item for laundry service (garments & sleeping bags only).

I have read and understand the Terms of Service.

ORDER INFORMATION:

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

Repair Estimate (if given):	+ Return shipping which will be calculated and added to the total repair cost after repair has been completed. Tracking info will be sent via email on day of shipment.	Check here to ship with signature required: <input type="checkbox"/>
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INTERNAL USE ONLY (Please DO NOT write in gray box below)

Date Received:		Internal Notes:
Emailed Estimate:	<input type="checkbox"/> Rep <input type="checkbox"/> Est	
Follow up:	<input type="checkbox"/> LM <input type="checkbox"/> Email	
Follow up:	<input type="checkbox"/> LM <input type="checkbox"/> Email	
Date Approved:		

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

PAYMENT INFORMATION:

If you do not wish to include credit card info, leave this section blank and we will collect payment later. Please note that this could extend turnaround time. 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.

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

Cardholder Name:

Card Number: Billing Address:

Expiration Date (mm/yy): State: Zip Code:

CVC (3 or 4 digit security code):

Cardholder Signature