

REPAIR FORM

Complete this form and include in the box when you send us your item.

YOUR INFORMATION

Name:	<input type="text"/>	Phone:	<input type="text"/>
Ship Address:	<input type="text"/>	Email:	<input type="text"/>
	<input type="text"/>		
City:	<input type="text"/>		
State:	<input type="text"/>	Zip:	<input type="text"/>

Communication Preference

Email: Text: Phone:

Return shipping signature required: Insure over \$100? (Specify amount):

REPAIRS NEEDED

Item:	<input type="text"/>	Estimate:	<input type="text"/>
<input type="text"/>			
Item:	<input type="text"/>	Estimate:	<input type="text"/>
<input type="text"/>			

Please mark the damaged areas with masking tape.

ADDITIONAL COMMENTS

PAYMENT INFORMATION

Cardholder Name:	<input type="text"/>
Billing Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip:	<input type="text"/>
Card Number:	<input type="text"/>
Expiration Date:	<input type="text"/>

If you do not wish to include credit card info, leave this section blank and we will contact you later. Please note that no work will be done on your order until payment info is received. Your card will be charge when the order is ready to ship.



Send Your Item to:

Rainy Pass Repair, Inc.
4415 Stone Way N
Seattle, WA 98103
206-523-8135
repair@rainypass.com

I have read and understand the Terms of Service.

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. Soiled item may incur additional charges.

Fill Out Repair Form

Print out the attached Repair Form and fill it out completely. Note all repairs needed. We do not inspect items for other damage.

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

10 days not including transit. 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.

Return Shipping

Our standard methods of return shipping are FedEx Ground and USPS Priority Mail. 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 generic parts.

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, we reserve the right to dispose of your item.