

TILLEY HAT GUARANTEE CLAIM INFORMATION

STEP 1

ASSESS YOUR TILLEY HAT*

If the reason for your return is due to normal wear and tear, faulty material or poor workmanship, please fill out the Guarantee Claim form. If your Tilley hat can be repaired instead of replaced, we will do that.

*Tilley reserves the right to determine whether a hat is a replacement, repair or not eligible for either.

STEP 2

PREP YOUR HAT FOR RETURN

Please remove all personal items from the security pocket. Please clean your hat prior to sending it back after following all care instructions on care label inside hat. Once your hat is completely dry, pack your hat carefully and mail it to the address found below. Worn out Tilley hats returned for replacement will not be returned with your new one. We encourage you to take some time to appreciate all the memories you've made together & then get ready for new memories with your new Tilley.

STEP 3

PRINT & FILL OUT THE HAT GUARANTEE CLAIM

Please include the completed Claim Form with your return.

PLEASE SEND YOUR HAT TO: TILLEY ENDURABLES

Attention: REPAIRS/GUARANTEE CLAIMS
6 Tresprison Court, Helston,
Cornwall, TR13 0QD England

*Note: Please allow up to 4-6 weeks for replacement/repairs to be processed.
Customer pays for return postage.*

WHAT IS OUR HAT GUARANTEE POLICY?

If your Tilley hat is a Lifetime Guarantee hat and wears out due to:
Normal wear and tear • Poor workmanship • Faulty material

WE WILL REPAIR OR REPLACE YOUR HAT.

WHEN IS A TILLEY HAT NOT COVERED BY THE GUARANTEE?

If your Tilley hat is not a Lifetime Guarantee hat or is damaged due to:
Misuse • Improper care • Fading • Staining • Grommet patina • Shrinking

WE WILL NOT REPLACE YOUR HAT.

TIP! If you are unsure whether your Tilley hat has the Lifetime Guarantee, simply look at the woven label inside your hat. It will tell you if your hat is covered.

PLEASE FILL OUT ONE CLAIM FORM FOR EACH HAT

PLEASE PRINT ALL FIELDS

Name _____ Address _____

City _____ Country _____ Postcode _____

Home Phone # () _____ Mobile Phone # () _____

Email Address _____

CURRENT HAT

Hat Model _____ Colour _____ Size _____

Reason for Repair/Replacement _____

NEW! (If your hat is replaced under the guarantee we do not return your old hat)

REPLACEMENT HAT - We will replace your hat with the exact same model*.

Hat Model _____ Colour _____ Size _____ Unsure of what size to get? Use our online Hat Sizer tool.

**Note; some models have been discontinued. If your model is no longer shown on our website, your hat will be replaced with a model closest to your original. If your model has been discontinued please call (+44 (0) 1326 574402) and we can help you with a replacement choice.*

SHIPPING CHARGES FOR HAT REPLACEMENT/REPAIR

There is a £6 GBP per hat shipping charge within the UK and a £15 GBP per hat shipping charge for European customers. We accept payment by Credit/Debit card or personal cheque. **We are sorry we cannot accept CASH payments.**

Paying by Credit/Debit Card Please charge my Credit/Debit Card with the hat replacement/repair shipping charges

Card type: VISA MasterCard

Name on Credit /Debit Card _____

Credit /Debit Card No _____

Expiry Date _____ CVV (Security Code) _____ Cardholder Signature _____

(Sign after printing)

I prefer to be contacted by phone for payment

Please note: All credit/debit card information we receive is secure, confidential & destroyed immediately after processing. Tilley Endurables is not liable for lost packages containing credit/debit card information or cheques.

Payment by cheque - please indicate if the cheque is enclosed - I have enclosed a personal cheque (*Payable to Tilley Endurables Ltd.*)

PLEASE NOTE: We do not advise emailing this form back to us. Any information sent to Tilley via email or through other electronic forms is not secure and is done so on a non-confidential basis.

Questions? Contact us at +44 (0) 1326 574402 or email us at info@tilley-uk.com