

## TILLEY CLOTHING & SOCKS GUARANTEE CLAIM FORM



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Please see our Guarantee Policy at the bottom of the page.

#### REPLACING/REPAIRING YOUR GUARANTEE CLOTHING AND/OR SOCKS

Before sending your items back, please remove all personal items from the security pockets. Please wash & completely dry your items prior to sending them back to us. Unwashed items will not be replaced/repared. For sock replacements, both socks from the pair must be returned together. Single socks will not be replaced. Your socks must include your 3-year sock certificate, (which should be in the left side of your bottom dresser drawer, if you followed Alex Tilley's advice) OR a valid proof-of- purchase. Please return items with this completed form. Please fill out a form for each item replaced/repared.

#### PLEASE SEND YOUR CLOTHING/SOCKS TO:

##### TILLEY ENDURABLES

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

To help us serve you best, please fill out all fields completely & legibly.

Name, as listed at registration \_\_\_\_\_ Shipping Address \_\_\_\_\_  
Phone Number w/Area Code \_\_\_\_\_ Email Address \_\_\_\_\_  
Item Style Number \_\_\_\_\_ Colour \_\_\_\_\_ Size \_\_\_\_\_  
Reason for Repair/Replacement \_\_\_\_\_

#### SHIPPING CHARGES FOR CLOTHING & SOCKS REPLACEMENTS

There is a £6 per item shipping charge within the UK and a £15 per item shipping charge for European customers.  
There is a £3 shipping charge per pair of socks within the UK and a £5 shipping charge per pair of socks for European customers.  
We accept payment by credit card or personal cheque.

#### Paying by Credit Card

Please charge my credit card with the clothing/socks replacement/repair shipping charges

Card type:  VISA  MasterCard  American Express

Name on Credit Card \_\_\_\_\_ Credit Card No \_\_\_\_\_  
Expiry Date \_\_\_\_\_ CVV (Security Code) \_\_\_\_\_ Cardholder Signature \_\_\_\_\_

If you prefer to pay by phone, please contact us at +44 (0) 1326 574402 or provide a daytime number that we can reach you at to obtain your credit card information for the shipping charges. Your replacement items will be shipped once we receive the shipping cost. **Daytime phone number:** \_\_\_\_\_

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

#### Payment by cheque – please indicate if the cheque is enclosed

I have enclosed a personal cheque

#### OUR GUARANTEED CLOTHING & SOCK POLICIES

Our Classic Weight Adventure Cloth Classic Shorts, VOMP (Vest-Of-Many-Pockets) and all items in the Different Drummer Legends line will be REPLACED FREE IF THEY EVER WEAR OUT. 'Wearing out' means rubbing a hole through an item through abrasion. If it rips (it could happen) we will repair it as economically as possible for you. If the zipper breaks or such, send the item back to us and we'll gladly repair it for you.

Tilley Socks are guaranteed 'all-holes-barred' for 3 years. Please return both socks in the pair for replacement. To claim under the sock policy – send your 3-year sock certificate, (which should be in the left side of your bottom dresser drawer, if you followed Alex Tilley's advice) OR a valid proof-of- purchase.

**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 Contact us at +44 (0) 1326 574402 or email us at [info@tilley-uk.com](mailto:info@tilley-uk.com)**