

# TILLEY CLOTHING & SOCKS CLAIM INFORMATION

## STEP 1

### **ASSESS YOUR CLOTHING/SOCKS FOR REPAIR/REPLACEMENT\***

If your clothing or socks have a hole(s) through abrasion, please fill out the Clothing & Socks Guarantee Claim form. Please fill out a form for each item replaced/repared. If your clothing is ripped, a zipper breaks or a seam comes undone, we will repair it.

\*Tilley reserves the right to determine whether our clothing/socks are replaceable, repairable or not eligible for either.

## STEP 2

### **PREP YOUR CLOTHING / SOCKS FOR RETURN**

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, OR a valid proof-of- purchase.

## STEP 3

### **PRINT & FILL OUT THE CLOTHING / SOCKS GUARANTEE CLAIM FORM (3 PAGES)**

Page 2 must be included in your package. The return label (page 3) is to be filled out and attached to the outside of the box for return.

### **PLEASE SEND YOUR CLOTHING/SOCKS TO: TILLEY ENDURABLES**

Attention: REPAIRS/GUARANTEE CLAIMS  
60 Gervais Drive, Toronto, Ontario  
M3C 1Z3 Canada

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

## **WHAT IS OUR CLOTHING GUARANTEE POLICY?**

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 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.

## **WHAT IS OUR SOCK GUARANTEE POLICY?**

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, OR a valid proof-of- purchase.

## PLEASE FILL OUT ONE CLAIM FORM FOR ARTICLE OF CLOTHING

### PLEASE PRINT ALL FIELDS

Name \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ Prov. \_\_\_\_\_ Postalcode \_\_\_\_\_

Home Phone # ( ) \_\_\_\_\_ Cell Phone # ( ) \_\_\_\_\_

I would rather be contacted by email regarding this claim. Email Address \_\_\_\_\_

### CURRENT ARTICLE OF CLOTHING

Item Style Number \_\_\_\_\_ Colour \_\_\_\_\_ Size \_\_\_\_\_

Reason for Repair/Replacement \_\_\_\_\_

Clothing & Socks Style \_\_\_\_\_ Colour \_\_\_\_\_ Size \_\_\_\_\_

*\*Note: some styles have been discontinued. If your style is no longer shown on our website, your clothing/socks style will be replaced with a style closest to your original. If your style has been discontinued please call (1-800-363-8737) and we can help you with a replacement choice.*

### SHIPPING CHARGES FOR CLOTHING & SOCKS REPLACEMENT/REPAIR

There is an \$12.00 CAD shipping charge **per clothing item** within Canada.

There is an \$3.00 CAD shipping charge **per pair of socks** within Canada.

We accept payment by credit card or personal cheque. **We are sorry we cannot accept cash payments.**

**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 \_\_\_\_\_

(Sign after printing)

I prefer to be contacted by phone for payment

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 (*Address cheque to Tilley Endurables*)

### OUR GUARANTEED CLOTHING & SOCK POLICIES

Our Classic Weight AdventureCloth 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, 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.

Page 2 must be included in your package. This return label must be filled out and attached to the outside of the box for return.

SENDER: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TILLEY ENDURABLES**  
Attention: REPAIRS/GUARANTEE CLAIMS  
60 Gervais Drive, Toronto, Ontario  
M3C 1Z3 Canada

STYLE(S): \_\_\_\_\_

DESCRIPTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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