



TILLEY CLOTHING & SOCKS CLAIM INFORMATION



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.



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.



PRINT & FILL OUT THE CLOTHING / SOCKS GUARANTEE CLAIM FORM

Please include the completed Claim Form for each item to be replaced/repared. Mail your items to the address found below.

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.



TILLEY CLOTHING & SOCKS GUARANTEE CLAIM FORM

YOU DO NEED TO PRINT THIS PAGE

PLEASE FILL OUT ONE CLAIM FORM FOR ARTICLE OF CLOTHING

PLEASE PRINT ALL FIELDS

Name _____ Address _____

City _____ Prov. _____ Postal Code _____

Home Phone # () _____ Cell Phone # () _____

Check here to sign me up to the Tilley newsletter & promotions* Email Address _____

*Tilley does not share your information with any third parties. By subscribing to our newsletter you're agreeing to receive future electronic communications from Tilley Endurables in regards to events, new products, offers and more information about Tilley. If you want to stop receiving our emails you can unsubscribe at anytime at the bottom of all of our emails by clicking on the unsubscribe link or by contacting us at: tilleyca@tilley.com. Please read our privacy policy at: www.tilley.com on how we handle your personal information.

CURRENT ARTICLE OF CLOTHING

Item Style Number _____ Colour _____ Size _____

Reason for Repair/Replacement _____

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*)

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 1-800-363-8737 or email us at tilleyca@tilley.com