



BAGS & WALLET REPAIR FORM

WHAT IS COVERED UNDER WARRANTY?

- **1 year on defects in materials and workmanship.**

Anything our technicians assess that falls under warranty will be repaired or replaced at no cost. All warranty claims will need a valid proof of purchase, either a receipt or a credit/bank statement, from an authorized Rip Curl Vendor.

WHAT IS NOT UNDER WARRANTY?

Any damage that has occurred to the item that falls outside of the warranty time frame.

Damage cause by normal wear and tear, unreasonable use, or neglect.

WHO DETERMINES IF MY BAG/WALLET IS UNDER WARRANTY?

Our technicians have 35 years of experience with our bags and wallets and they personally inspect each item to decide whether it will be under warranty or not. Our Service Center will contact you with an update and or quote from our technicians within 48 hours of receiving your item.

WHERE DO I SEND MY BAG/WALLET?

Please send you bag/wallet into our technicians at the address below.

Rip Curl ATTN: Service Center
193 Avenida La Pata
San Clemente, CA, 92673

We recommend shipping with a tracking number to verify that your package is delivered.

If you are near a retail Rip Curl store, you can stop in and our associates will send your suit in to our Service Center for you.

WHAT IS THE REPAIR PROCESS?

If our technicians find the repairs to be under warranty, we will simply repair/replace the bag/wallet and send back to you within 48 hours.

For non-warranty repairs, within 48 business hours of receiving your bag/wallet, our technicians will assess it and our Service Center team will reach out to you with an update and or quote.

If you approve, we will make the repairs and return to you within 48 business hours. If you do not approve, we will simply ship your watch back to you as is.

We will attempt to contact you via phone or email 3 times. If we do not receive a response within 21 days, we will return the item to you in the state we received it.

FURTHER QUESTIONS?

If you have any questions about pricing, specific needs, or require a bag/wallet back within a certain time frame, please contact us before sending your item in.

Call and Text: (714) 422 – 3751
Email: us.servicecenter@ripcurl.com

