



# THE NORTH FACE CONSUMER REPAIR RETURN FORM

Please complete all applicable fields of this form and attach a copy to your warranty return.  
FOR REPAIR EVALUATION, YOUR PRODUCT MUST BE RETURNED DIRECTLY TO:

The North Face Warranty  
ATTN: REPAIR  
510 Crystal City Highway, Suite 7  
Uvalde, TX 78801

Name:		Address:		Are you a VF Corp Employee?: <input type="checkbox"/> YES <input type="checkbox"/> NO	Employee ID#:
City:	State:	Zip:	Home Phone:	Cell Phone:	
Email:				Preferred Method Of Contact: <input type="checkbox"/> Home Phone <input type="checkbox"/> Cell Phone <input type="checkbox"/> Email	

**PRODUCT PLACE OF PURCHASE:**  
Name of store or website: \_\_\_\_\_ OR  Received as a gift.

**REASON FOR RETURN:**

**PRE- AUTHORIZATION:**  
If your item is not covered under warranty, but you still want to have the required repairs done, do you hereby authorize repairs costing up to \$50.00? (In the unlikely event that the cost of repair exceeds \$50.00, we will contact you for authorization. Product w/o repair authorization will be returned after 30 days)  YES  NO

**PRODUCT RETURN/REPLACEMENT OPTION:**  
If your returned warrantable item cannot be repaired for whatever reason, would you accept an equivalent replacement item or would you want the original item returned to you in an "as is" condition at no additional cost?  REPLACE my non-repairable item  RETURN my non-repairable item

**NOTICE FOR ITEMS RETURNED FOR REPAIR:**  
Typical return time is 3-4 wks, but return times may vary and may extend up to 6 wks during peak times. Please ensure your item is cleaned prior to return. Our policy requires that all items accepted for repair **must** be clean. If your product needs to be sent out to be cleaned, a cleaning fee will be assessed in addition to any repair costs, and the return time may be extended an additional 2 wks to accommodate cleaning.

For further questions or concerns, please visit us @ [www.TheNorthFace.com](http://www.TheNorthFace.com), or call 1-855-500-8639

Signature:	Date:
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