

Repair AND Care

Complete and return this form with your item to us.

Explore° More Members

Explore More members receive a 10% discount on Repair & Care services for items purchased through your account. See website for prices.

Non Explore° More / Purchased Elsewhere

We can repair or wash products purchased from a different retailer. Prices are shown on the website.

Your Details

Contact Details:

Full Name:

Phone:

Email:

Home Address:

House / Flat No:

Street:

Town:

Postcode:

How would you like your item returned to you?

In-store Collection

Delivered to your home address

Store:

A full list of stores can be found at:

cotswoldoutdoor.com/stores | runnersneed.com/stores | snowandrock.com/stores

Address to send your item for wash or repair

Cotswold Outdoor Group Ltd
Repair & Care Service
c/o DHL Supply Chain
Logistics Park Cross Point
Unit 8 Richardson Way
Coventry
CV2 2TA

Important: We recommend that you use a tracked and insured service to post

Select your product and service

Waterproof Jacket Waterproof Pants Insulated Jacket Sleeping Bag Other

Brand

Colour

Size

Purchased from Us

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Yes No

Wash

Down/Synthetic Jacket

Down/Synthetic Sleeping Bag

Repair

Waterproof / Insulated Jacket or Pants

Seam / Tape Repair

Patch Repair

Baffle Repair

Zip Repair / Replacement

Sleeping Bags (Down / Synthetic)

Patch Repair

Zip Repair / Replacement

Terms and Conditions

By submitting your item for a Repair & Care service, you will be deemed to have accepted our terms and conditions. Full details are available on our website.

Privacy Policy

By using our Repair & Care service, you acknowledge that Cotswold Outdoor Group Ltd will process the personal data you provide to carry out the repair and care service request. This will include creating a customer account to manage the process.

You agree to us contacting you with updates on the process of your requested service and/or in case your requested service cannot be carried out for any reason or we need to discuss the repair and care service selected.

All personal data provided will be handled in accordance with our Privacy Policy available on our website.

Lead Times

Our general lead times are approximately 4-6 weeks depending on the type of service requested. This may be longer in busy periods. We recommend that you allow sufficient time to process and return your item to avoid any disappointment.

Signature:

Date:/...../.....

