

Repair And Care

Select Your Repair & Care Service

If you're an Explore More member and purchased the product from us, tick the box to take advantage of the discounted price. Please tick all the services you'd like for your product – if you'd like us to wash or repair more than one product, please fill out separate forms for each one.

Bought your product from us but not an Explore More member? Sign up today to be eligible for our special prices.

Product details

Product types: **(1)** Waterproof Jacket, **(2)** Insulated Jacket/Top, **(3)** Sleeping Bag, **(4)** Other

Product Type No.	Brand	Colour	Size

Wash	Explore More member AND bought from us (incl VAT)	Not an Explore More member OR bought elsewhere (incl VAT)
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Down/Synthetic Jacket	£35 <input type="checkbox"/>	£39 <input type="checkbox"/>
Down/Synthetic Sleeping Bag	£40 <input type="checkbox"/>	£44 <input type="checkbox"/>

Repair

Waterproof Shell Garments

Hot Tape Seal Repair (clean, straight cuts; no jagged edges)	£25 <input type="checkbox"/>	£28 <input type="checkbox"/>
Patch and Seal Repair	£35 <input type="checkbox"/>	£39 <input type="checkbox"/>
Taped Zip Replacement	£45 <input type="checkbox"/>	£50 <input type="checkbox"/>
Water-Repellent Zip Replacement and Re-tape	£50 <input type="checkbox"/>	£55 <input type="checkbox"/>
3-in-1 Jacket Zip Replacement	£50 <input type="checkbox"/>	£55 <input type="checkbox"/>

Insulated Garments (Down or Synthetic)

Single Baffle Repair	£38 <input type="checkbox"/>	£42 <input type="checkbox"/>
Multi Baffle Repair starting from	£48 <input type="checkbox"/>	£53 <input type="checkbox"/>
Zip Replacement	£50 <input type="checkbox"/>	£55 <input type="checkbox"/>

Sleeping Bags (Down or Synthetic)

Small Patch Repair	£42 <input type="checkbox"/>	£47 <input type="checkbox"/>
Large Patch Repair	£55 <input type="checkbox"/>	£61 <input type="checkbox"/>
Full Zip Replacement	£53 <input type="checkbox"/>	£59 <input type="checkbox"/>

Your Contact Details

Our team will need your contact details to let you know if any of the services you have selected are not the right fixes or if they may damage the product further. Please write in capital letters.

(* Required)

*Full Name: _____

*Phone: _____

*Email: _____

How would you like your product returned to you?

Please write in capital letters

In-store for collection

Store Name: _____

Full store lists can be found at
cotswoldoutdoor.com/stores
snowandrock.com/stores
runnersneed.com/stores

To your home

House No/ Flat: _____

Street: _____

Town: _____

County: _____

Postcode: _____

Terms & Conditions

By submitting your product(s) for a Repair & Care Service, you will be deemed to have accepted our Terms & Conditions. For full details on our terms & conditions please visit our website

GDPR

By using our Repair & Care service, you acknowledge that Outdoor and Cycle Concepts will process the personal data you provide for the purpose of creating an account to process your Repair & Care service request.

You agree to us contacting you with updates on the progress of your requested service and/or in case your requested Repair & Care service cannot be carried out because the state of your product does not allow for a successful repair and/or wash service or you have selected the incorrect service for your product. All personal information provided will be handled in accordance with our Privacy Policy which is available on our websites.

Lead times

Our general lead times are between 3 – 4 weeks. This may be longer during busy periods and during the current pandemic where we must add in additional time for products to be quarantined before handling to ensure the safety of our teams. We therefore recommend you allow up to 6 weeks for the return of your items to avoid disappointment.

Signature: _____

Date: _____

And finally, please send your item to:

Repair & Care Team, Outdoor & Cycle Concepts, Unit 11, Kemble Business Park, Crudwell, Wiltshire, SN16 9SH

Important: We advise you to ask for a certificate of posting.



Partnering with



All wash services carried out with Grangers® Down Wash