

SPIKES & SPARROW

REPAIR FORM

WARRANTY

We are proud of our low number of warranty claims. Spikes & Sparrow products are handmade and so, despite our regular checks, defects or mistakes may still sometimes occur. You can expect that our products are of good quality, which is why we give a 2 year warranty on all our products after the purchase date as stated on the receipt. Proof of purchase (receipt) is required when a product needs repair service under the warranty.

In principle we will repair the bag. In exceptional cases we will replace or refund the bag. This warranty gives the buyer the right to repairs due to defective parts or workmanship, when used normally. Normal wear and tear, such as scratches or small damages, wear of the zippers and the smoothing or stretching of the leather are not covered by the warranty as this wear and tear is part of a leather product.

For more information check: www.spikesandsparrow.com/en/

REPAIRS

- Fill in this form correctly, the sooner we can get to work for you.
- If the bag falls within the warranty period of 2 years, please add a proof of purchase/receipt (or copy).
- If only the detachable strap is broken, just send the strap.
- If the article falls within the warranty period of 2 years, the costs of repair and return shipping are for Spikes & Sparrow.
- We handle repairs within 3 weeks.

CONTACT INFO

Customer Store Name store:

Name:

Address:

E-mail: Phone:

ARTICLE

Article number or description:

Date of purchase: Date of shipment:

Description of defect:

.....