



# mont·bell

*Light is fast™*

## Online warranty and Repair Request

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This service is only available for items that were purchased from Montbell JAPAN, either online or in-store.

Montbell's warranty covers all defects in materials and workmanship to the original owner for the lifetime of the product. If a product ever fails due to a manufacturing defect, Montbell will repair the product, or replace it, at our discretion. This warranty does not cover damage(s) caused by accident, improper care, negligence, alterations, or normal wear and tear. Damage(s) not covered under warranty will be repaired at a reasonable rate and a fee will be charged for shipping.

All packages sent to Montbell must be pre-paid. Montbell also recommends all items are shipped via a courier with tracking capabilities and insurance, as Montbell cannot be liable for packages lost or damaged while in transit.

All items returned for warranty or repair inspection must be clean, no exceptions. Any dirty items returned for inspection may be refused and or subject to a mandatory cleaning fee. For customers residing in Japan, please expect a 6-8 week turn around. For international customers, please expect a 8-10 week turn around.

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**PLEASE WRITE LEGIBLY** : Incomplete or illegible request forms will be denied.

First & Last Name : \_\_\_\_\_

Physical address : \_\_\_\_\_

Postal Code : \_\_\_\_\_ Country : \_\_\_\_\_

Daytime phone number : \_\_\_\_\_ Alternate number : \_\_\_\_\_

Email address : \_\_\_\_\_

Date and location of purchase : \_\_\_\_\_

Please provide a brief description of your request and the location of the damaged area.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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### Return Address :

Repair Department, 4F  
Montbell Co.,Ltd.  
2-2-2 Shinmachi, Nishi-ku,  
Osaka 550-0013, JAPAN

Please enclose this form when returning your item for inspection.