

Gear Repair Process (Calgary Facility)

Step 1: Email Photos Before Shipping Items

Send clear photos to CanadaRepairs@gearrestore.com:

- A photo of the full front of the item
- A photo of the full back of the item
- Close-up photo(s) of the damaged area(s)

These help us provide an accurate estimate and avoid unnecessary return shipping.

Step 2: Prepare and Clean Your Gear

All items must be fully cleaned before sending. We recommend using outerwear-specific detergents or odor eliminators. If your item arrives unhygienic or with strong odors, it will be returned or incur a cleaning fee. Repairs will not begin until gear is clean.

Step 3: Fill Out the Repair Form

Use the provided diagrams to mark damaged areas with an X. If your item isn't a jacket or pants (e.g., sleeping bag or backpack), provide a drawing of your item and indicate areas needing repair.

Print out the form and ship it with your gear.

Step 4: Estimate and Approval

We'll email an estimate after receiving your photos. **Do not** ship your item until you approve the estimate.

Step 5: Ship Your Item

Once you approve the estimate, ship your gear using a pre-paid and tracked shipping method and include the repair form inside the package. We are not responsible for lost or untracked items and therefore, we recommend using tracked shipping method for safe delivery.

Shipping address:

Gear Restore
4506 10 Street NE
Calgary, AB T2E 6K3

Step 6: Repair & Payment

- Repairs begin after estimate approval and gear receipt
- Turnaround time is 3-6 weeks (excluding shipping)

- Once repairs are complete, you'll receive a QuickBooks invoice via email with instruction on how to pay by credit card
- Repaired gear will be on its way back to you after invoice payment
- Shipments are made via Canada Post (Wednesdays/Fridays), or Purolator if disruptions occur

Rush service is available for an additional fee. Please reach out to us first so we can work with you to determine what our current capacity is and whether we can accommodate your timeline.

NOTE: Rush fees do **not** include shipping time.

Additional Notes

- Irreparable items can be returned "as is" (shipping costs are your responsibility) or disposed of
- Return shipping is added to your invoice
- DWR reapplication available for an additional fee upon request

Rush Fees

- 1-week service = \$30
- 48-hour service = \$50
- 24-hour service = \$100

**GEAR**
RE-STORE**REPAIR FORM**

First Name: _____ Last Name: _____

Address: _____ City: _____

Province: _____ Postal Code: _____ Phone: _____

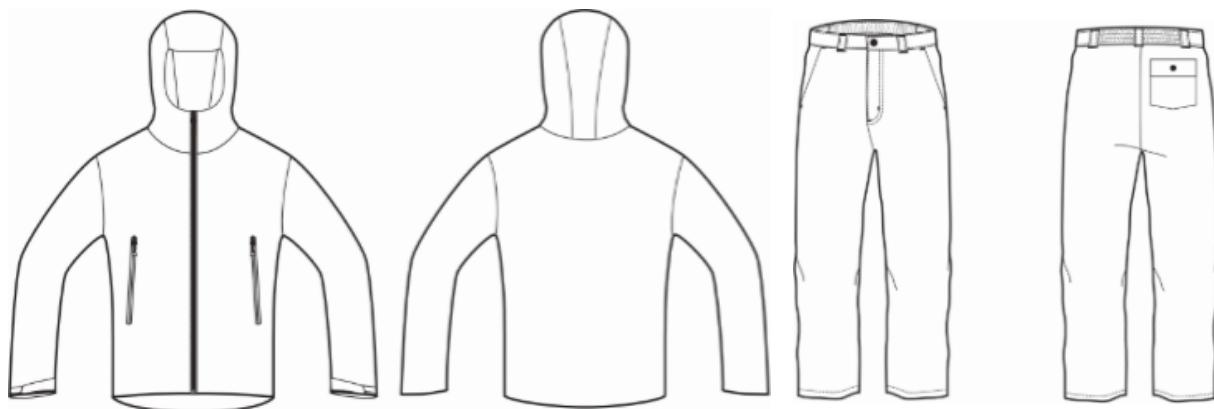
Email: _____ Warranty RA# (if applicable): _____

Brand Name: _____ Style #: _____

Today's Date: _____ Size: _____ Color: _____

Repair Description: _____

We will use the closest available match, however please indicate if you have a color preference here: _____

(PLEASE NOTE: we may not have fabric in the color family of your garment and will go to the next closest color)**Please mark an X on the images below where repair is needed****Rush Request**

Please check the applicable box below:

1-week turnaround
 48-hour turnaround
 24-hour turnaround

PLEASE NOTE: For any billing needs, we will contact you via email or phone using the information above.

Repaired items can only be returned after receipt of payment.

Please check mark each applicable box below and sign at the bottom in agreement/acknowledgement of these terms:

- Items MUST be washed and in hygienic condition. If they are not, they will be returned (freight collect).
- For an additional fee, put an X if you would like (not available in Pennsylvania location):
 - Additional garment wash and/or
 - DWR waterproofing
- Put an X on which you prefer: If your item cannot be repaired, please indicate if you would like it
 - Returned to you "as-is" or
 - Kept at our facility as end of life

Customer Signature**Prices For Reference:****Laundry:**Per jacket/pant/backpack - \$20
Per sleeping bag - \$50**DWR Wash:**Per jacket/pant - \$35
Per backpack/mono suit - \$50