



# WASH / WARRANTY / REPAIR FORM

(If you have a product return or exchange, please use the Return and Exchange Form, found on our website)

Print and fill out this form and include it with your FF product when shipping it back.

Customer name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: (\_\_\_\_\_) \_\_\_\_\_ E-mail address: \_\_\_\_\_  
 Product/Model: \_\_\_\_\_ Size: \_\_\_\_\_  
 Color: \_\_\_\_\_ Fabric: \_\_\_\_\_

**- We ONLY wash and perform repair work on Feathered Friends products. -**  
*Please do NOT send stuff sacks or storage bags.*  
*Any money or items found in pockets will be kept as a gratuity.*

## WASHES

We're happy to save you the trouble of washing your Feathered Friends garment, sleeping bag and most comforters. Unfortunately we do not wash featherbeds.

- Light Wash (Sewn through garments and pillows) \$25
- Medium Wash (Everything not specifically named) \$35
- Heavy Wash (Snowgeese, Snowy Owls, Down Suits, Bedding) \$50
- Double Wash (extra charge if something is very dirty/needs to be washed twice) \$10

Please fill out the customer and billing information sections and check here if you are sending your items in for washing: \_\_\_\_\_

Please list your items: \_\_\_\_\_

## REPAIRS and WARRANTIES

Feathered Friends is required by law to wash all items before beginning repair work (unless brand-new). The fee for this service is \$20 for bags and \$15 for garments in conjunction with repair/warranty work. Repair charges are \$40/hour, rounded up to the nearest half hour.

Please read our warranty and repair policy on our web page and **make sure to call Feathered Friends for a Return Authorization (RA) before sending your item back to avoid having it returned to you unprocessed (206) 292-2210**

**Work to be completed:**

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

Circle one (for tear repair):    Functional patch    Look like new    Provide an estimate

Return Authorization: \_\_\_\_\_ (please call for RA)

**BILLING INFORMATION**

CC Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CCV (last 3 digits on back of card): \_\_\_\_\_

Billing address (if different from above):  
\_\_\_\_\_

Name on card: \_\_\_\_\_

Signature: \_\_\_\_\_

Ship your item(s) back using a method that is insured and can be tracked, such as UPS, FedEx, or Postal Service with Delivery Confirmation:

**Feathered Friends  
1119 Mercer Street  
Seattle, WA 98109  
(206) 292-9911**

*\* A note on timing: we endeavor to complete repair work in an efficient manner, but due to various factors the timeframe for repairs may be from four to six weeks. Repairs and warranties received between November 1 and December 31 may take even longer since this is the busiest production period at the factory. If you need expedited service, please call us to discuss other options.*