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Ortlieb USA

Product Repair

To Start the process, please contact ProductService@ortliebusa.com to confirm repair eligibility and to receive a return authorization (RA#) .

*** Processing product repairs may take up to 3 (three) business weeks after the item has been received. This timeline varies as business flow shifts on a daily or weekly basis; however, most repairs can be completed and returned within 1-2 (one to two) business weeks. Please factor this repair lead time as well as the transit time to and from our facility when estimating total turnaround time. NOTE: We do not provide expedited repair service***

Repair costs overview:

- Labor - \$25.00/hour (minimum 1 hour)
- Shipping - \$10.00-\$25.00 +
 - The customer is responsible for the cost of shipping both TO and FROM our office
- Hardware – \$0.00-\$30.00 +
 - If any hardware is missing or damaged and must be replaced to ensure a complete product repair (buckles, screws, top hooks, etc.), the cost of each necessary part will be added to the final total.

Product Repair:

- The ORTLIEB USA repair team uses heat and pressure to mate a patch of similar material to the *inside* of the damaged product material. For the repair team to access this area, they must first remove all hardware from the product and then turn the material inside-out.
 - Repairs cannot be completed on products that have aftermarket hardware (non-standard ORTLIEB hardware) installed, such as screws/nuts/washers. If aftermarket hardware is present on your product, **this must be removed** prior to sending the product in for repair.
- Broken or damaged hardware will be replaced with brand new components where necessary/ available, to ensure the product construction is restored to factory standard.

Before shipping your product:

- Check that all personal belongings are removed from product
- **Ensure that product has been cleaned – the repair team reserves the right to refuse servicing of a soiled product. The customer is responsible for cleaning each product to the extent possible.**
 - We recommend warm water and a non-corrosive cleaner, like Dawn dish soap. Let product air dry – do not dry with heat.
- Include a note inside of the package with the following information:
 - Return shipping address
 - Contact information (daytime phone number + email)
 - **Payment Method:** You will be contacted by a member of the Product Service or Customer Service team via phone when the repair is completed to process payment information for the repair order.
- Note the Return Authorization Number (RA#) you have been provided on the shipping label or outside of the package
- **Print this form – sign and date, and include with package**
 - An electronically signed & dated form is acceptable as well, and should be emailed to ProductService@ortliebusa.com upon shipment.
 - **NOTE: A product repair cannot begin if this form is not completed and provided by the customer.**
 - ORTLIEB USA reserves the right to refuse a repair order or apply additional charges to the repair order if a received product is found to be out of line with these statements/requirements. By signing below, you acknowledge the requirements to receive a product repair from ORTLIEB USA.

Name: _____ Date: _____ Return Authorization #: _____