

REPAIRS REQUEST FORM



RÆBURN

01 CUSTOMER DETAILS

Name	
Date	
Telephone Number	
Email Address	

02 REPAIR DETAILS

Item Requested	
Comments	

03 RETURN

Return Method (Collection / Shipping*)	
Shipping Address*	

TERMS & CONDITIONS

For each request, please send images of the item and the damage to repairs@raeburndesign.co.uk for review. We will accept items to the Repairs Department once these are approved via email.

Each request will be assessed on an individual basis by our team. Repair requests must meet the conditions below:

- Item must be an original RÆBURN item
- Only apparel or accessories can be repaired
- Items must be washed and clean, and pockets emptied
- We advise that any items that cannot be washed are dry cleaned

We try our best to meet the quality and standards of the original item. By signing this agreement, you understand that the repaired item will however not be a replica of the original and, where necessary, may obtain some additional details and/or characteristics e.g. visible stitching.

We endeavor to complete any repair as soon as possible, and will update you via email on the status. Although completion is likely to be sooner, please allow for 6-8 weeks for any repair.

The completed item will be returned to you either by collection from the RÆBURN Lab or via shipping. Please outline preference above.

Our repairs service is free of charge. Instead we would be grateful to trade the repair for a mention on your personal Instagram, tagging @raeburn_design and @raeburn_retail, as well as the hashtag #RAEBURN. Before and after pictures are especially appreciated.