

REPAIR SERVICE REQUEST CUSTOMER FORM

Date _____

CUSTOMER INFORMATION

Name _____
Address 1 _____
Address 2 _____
City, State Zip _____
Daytime Phone _____
Alt Phone _____
Email Address _____

REPAIR INFORMATION

Item #1

Style Number/Name _____ Color _____ Quantity _____
Area of Bag to Repair _____
Description of Repair _____

Item #2

Style Number/Name _____ Color _____ Quantity _____
Area of Bag to Repair _____
Description of Repair _____

Please send your boxed Hartmann item(s) to:

Hartmann
Attn: Repair Department
200 Hartmann Drive
Lebanon, TN 37087
1.800.331.0613 or 615.444.5000

Please complete form and place in front pocket of bag.

To expedite your return, we recommend sending your case via an insured, traceable means such as UPS or Federal Express.

Normal turnaround time is 4-6 weeks from the time you are contacted by one of our representatives to discuss your pending repairs and a method of payment. If all the requested repairs are covered by the warranty, we will proceed without a phone call.