

Mulberry

Customer Repair Request Form

Please ensure that this form is filled out with as much information as possible. Please ensure this is clearly completed in block capitals and in black or blue ink, and then send this along with your product, in secure packaging, ensuring your item is not crushed or creased during transit to the following address:

REPAIRS CENTRE, THE ROOKERY, CHILCOMPTON, RADSTOCK, SOMERSET, BA3 4EH, UNITED KINGDOM

We recommend you send the package to us via Royal Mail 'Special Delivery' which is both insured and traceable to ensure your item arrives with us safely and securely. Please track with Royal Mail if necessary.

CONTACT NAME		DESCRIPTION OF PRODUCT	
DATE			
ADDRESS		Product name / Colour & Code / Fob number / Full product code	
POSTCODE		PLEASE TICK THE AREAS TO BE ASSESSED / REPAIRED	
Please note that the address you specify below is where your item will be returned. We will return your item via courier service, which delivers during business hours and requires a signature. Please therefore advise the address at which someone will be able to receive the item.		<input type="checkbox"/> Lock / Clasp	
		<input type="checkbox"/> Stitching / Lining	
		<input type="checkbox"/> Trim	
		<input type="checkbox"/> Leather / Material	
		<input type="checkbox"/> Stud / Rivet	
		<input type="checkbox"/> Strap / Handles / Chain	
		<input type="checkbox"/> Zip	
		<input type="checkbox"/> Padlock / Leather Fob	
COUNTY		<input type="checkbox"/> Inking / Seal	
CITY		<input type="checkbox"/> Strap / handle attachments	
TELEPHONE		<input type="checkbox"/> Button / Popper	
EMAIL		<input type="checkbox"/> Other (Please specify)	
Important: we will always contact via email in the first instance			
		If applicable, confirm if the detachable shoulder strap has been returned with the bag.	
COPY OF PROOF OF PURCHASE ATTACHED?		PLEASE DESCRIBE THE FAULT, OR THE REPAIR REQUIRED	
DATE OF PURCHASE <i>Approximate date, if no receipt is available</i>		<i>Please give as many details as possible</i>	
If proof of purchase is available, please provide a copy of your receipt or bank/ card statement. In the absence of a receipt or other proof of purchase, please let us know approximately when/where your item was purchased.			
HAVE YOU HAD THIS PRODUCT REPAIRED BY MULBERRY BEFORE?		ANY FURTHER COMMENTS	
Type of repair / Approximate date of repair / Previous repair reference, or the store through which it was returned.			

Please allow 2-3 weeks from receipt at our repairs centre for a full assessment, after which you will be contacted with a personal quote confirming any applicable repair costs and an estimated timescale for our craftspeople to complete your individual repair, once we have received your acceptance of the quote provided.