

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:

MEDC, MENDIP AVENUE, SHEPTON MALLET, SOMERSET, BA4 4PE

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.

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| 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 |
| COUNTY | <input type="checkbox"/> Trim <input type="checkbox"/> Leather / Material |
| CITY | <input type="checkbox"/> Stud / Rivet <input type="checkbox"/> Strap / Handles / Chain |
| TELEPHONE | <input type="checkbox"/> Zip <input type="checkbox"/> Padlock / Leather Fob |
| EMAIL | <input type="checkbox"/> Inking / Seal <input type="checkbox"/> Strap / handle attachments |
| Important: we will always contact via email in the first instance | <input type="checkbox"/> Button / Popper <input type="checkbox"/> Other (Please specify) |
| COPY OF PROOF OF PURCHASE ATTACHED? | If applicable, confirm if the detachable shoulder strap has been returned with the bag. |
| DATE OF PURCHASE <i>Approximate date, if no receipt is available</i> | PLEASE DESCRIBE THE FAULT, OR THE REPAIR REQUIRED |
| 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. | <i>Please give as many details as possible</i> |
| 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.