



**Care:  
Repair:  
Rewear**

Care: Repair: Rewear Form

Please write down any information we need to know here and pop this form in with the item(s) you're returning

Your Name		Email	
Full Address (including postcode)		Telephone	

Approximate repair costs

We'll let you know if the charge is different to the expected amount.

	Trims & things	Stitching & more	Simply zips	All things lining
Adult	£10	£15	£25	£45
Mini Boden	£5	£10	£15	£20

Repairs

<u>Style Code / Description</u>	<u>Repair</u> Please tell us a bit about what needs fixing

Disclaimer

- Garments sent to us must be clean and freshly laundered. See full terms and conditions for more detail (page 2).
- You must be a Boden account holder in order to use this service and your account must have an email and telephone number in order to be contacted.
- In order to fulfil this service for you, we may need to contact you about your repair using the contact information that you have provided.
- Please allow for a minimum of 15 working days for your repair to be completed and returned to you. We'll send you an email confirmation when your item has been sent to you.
- We are only able to deliver to the address that is on your Boden account.
- If the repair is chargeable, we'll contact you for payment. We'll also let you know if the cost is different to the amounts quoted above.
- This form and its data will be held electronically on our secure Boden network for three months. After three months, these electronic records will be destroyed.
- For information on our privacy notice, please visit our [website](#).
- All repairs are non-refundable.

Signature

Please sign that you are happy for us to complete this service & you agree to the above

Customer Signature		Date	
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(Please cut across dotted line & attach to the parcel)



*Boden*

Care: Repair: Rewear  
FAO: Tailoring  
J. P. Boden & Co Ltd  
Boden Central  
Kirby Road  
Glenfield  
Leicester  
LE3 8DU



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## Care: Repair: Rewear Terms & Conditions

1. Boden is only able to undertake repairs to Boden clothing. At this stage, we cannot repair footwear, leather goods, sunglasses, handbags, belts and jewellery.
2. All repairs are at Boden's absolute discretion. Where Boden receives an item and judges it to be impossible or impractical to repair, Boden reserves the right to decline the product and shall return it to you.
3. Any item/s of clothing that need repair will be repaired free of charge within 12 months of purchase (subject to fair wear and tear). Any items of clothing over 12 months will be repaired at an agreed highly competitive rate.
4. Fair wear and tear is excluded. If the product has normal signs of wear and tear, we will make a charge for the repair.
5. Proof of purchase required. A receipt of purchase or Boden account records are accepted as valid proofs of purchase.
6. If an item is 12 months old or less and is inherently faulty, we will exchange it for the same item, something similar or give you a full account credit, alternatively we will repair it for you free of charge.
7. If an item is either intentionally or accidentally damaged (which also includes, but is not limited to moths, infestations or animal damage), a repair charge will be applied.
8. Boden will endeavour to have your item/s returned to you within 15 working days, however if there is an issue we will contact you.
9. Boden will charge for repairs in accordance with Boden's service price list, however if there is an additional cost we will notify you prior to proceeding. In this case, you will be informed of the cost within 5 working days of the item having arrived at the repair centre. You will have 10 days in which to decide whether to proceed with the repair, failing which Boden shall be entitled to return the product to you without repair.
10. Please note that in order to use this service, you must have a Boden customer account.
11. The *Care: Repair: Rewear* returns label (see page 1) must be used for Boden repairs. Goods are returned to Boden at your own cost and we recommend that you use a trackable return service. Boden's liability for your returned item/s begins when we accept delivery. In the event of a dispute, it is your responsibility to prove that the item/s have been delivered to Boden.
12. No Boden offers or discounts can be used in conjunction with *Care: Repair: Rewear*.
13. Account credit is able to be used alongside this service.
14. It is a condition of the *Care: Repair: Rewear* service that products should be sent in a clean and sanitary condition. Boden reserves the right to refuse to repair products that do not meet this condition and to return them to you.
15. You are advised to check pockets before sending items back to us. Boden will use all reasonable endeavours to return personal items to you; but cannot be held responsible if products are lost or damaged.
16. Boden reserves the right to sub-contract repairs to a reputable repair company or to undertake them itself at its absolute discretion.
17. Boden are unable to repair sequins and machine attached press studs on Baby and Mini Boden items.
18. Boden is only able to undertake repairs in the UK at this stage.
19. Boden cannot be held liable for any unclear, inaccurate or misleading instructions. If you are in doubt as to what repairs are needed, please contact customer services on 0330 333 0000.
20. If you have sent an item for repair, and we are unable to repair this for you, we will give you an option to return it back to you free of charge or recycle it on your behalf.
21. Your personal data will be processed in accordance with the disclaimer on page 1 and in line with our [privacy notice](#). For further information or if you have any queries about how we process your personal data, please call customer services on 0330 333 0000 or email [cservices@boden.co.uk](mailto:cservices@boden.co.uk).

### Services

Trims & things	Holes in garments, belt loops, replacement of half pockets in jeans & trousers, de-fuzzing knitwear.
Stitching & more	Dresses, skirts, trousers, replacement of elastic in waistbands, replacement of full pocket bags in trousers & jeans, turn cuffs & collars of shirts.
Simply zips	Anoraks, jeans, invisible zips etc.
All things lining	Replacement of sleeve lining, replacement of body lining.