

Mulberry

US 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:

CUSTOMER REPAIRS, MULBERRY, 100 WOOSTER STREET, SOHO NEW YORK 10012 UNITED STATES

We recommend you send the package to us via an insured and traceable courier to ensure your item arrives with us safely and securely.

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		
<small>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.</small>	<input type="checkbox"/> Lock / Clasp	<input type="checkbox"/> Stitching / Lining	
COUNTY	CITY	<input type="checkbox"/> Trim	<input type="checkbox"/> Leather / Material
TELEPHONE		<input type="checkbox"/> Stud / Rivet	<input type="checkbox"/> Strap / Handles / Chain
EMAIL		<input type="checkbox"/> Zip	<input type="checkbox"/> Padlock / Leather Fob
<small>Important: we will always contact via email in the first instance</small>		<input type="checkbox"/> Inking / Seal	<input type="checkbox"/> Strap / handle attachments
		<input type="checkbox"/> Button / Popper	<input type="checkbox"/> Other (Please specify)
COPY OF PROOF OF PURCHASE ATTACHED?			
DATE OF PURCHASE <small>Approximate date, if no receipt is available</small>			<small>If applicable, confirm if the detachable shoulder strap has been returned with the bag.</small>
<small>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.</small>			PLEASE DESCRIBE THE FAULT, OR THE REPAIR REQUIRED <small>Please give as many details as possible</small>
HAVE YOU HAD THIS PRODUCT REPAIRED BY MULBERRY BEFORE?			
<small>Type of repair / Approximate date of repair / Previous repair reference, or the store through which it was returned.</small>			ANY FURTHER COMMENTS

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.