



GEAR REPAIR PROCESS GUIDE

Re-Gear-Atelier | Denver, Colorado | North American Operations

Step 1: Email Photos Before Shipping Your Item

Before sending anything, email clear photos to:

info@regearatelier.com

+1 303-587-5568

- Full front photo of the item
- Full back photo of the item
- Close-up photo(s) of each damaged area

Sending photos first allows our team to provide an accurate estimate and avoids unnecessary return shipping costs.

Step 2: Prepare and Clean Your Gear

All items must be fully cleaned and in hygienic condition before sending. We recommend using outdoor-specific detergents or odor eliminators designed for technical fabrics.

Important:

Items that arrive unwashed, unhygienic, or with strong odors will be returned or assessed a \$15.00 cleaning fee. Repairs will not begin until the item is clean.

Step 3: Complete the Repair Form

Use the repair form on Page 2 of this document. Mark damaged areas with an X on the garment diagrams provided. If your item is not a jacket or pants (e.g., sleeping bag, backpack, tent), draw your item and clearly indicate all areas requiring repair.

- Print the completed form and include it inside your shipment
- Ensure all fields are filled out completely for faster processing

Step 4: Estimate Review and Approval

Once we receive your photos, we will assess the damage and send you a detailed estimate for your review.

Do not ship your item until you have reviewed and approved the estimate.

Unapproved shipments may be returned at sender's expense.

Step 5: Ship Your Item

Once the estimate is approved, ship your gear to our Denver facility using a pre-paid, tracked shipping method. Include the completed repair form inside the package.

SHIP PREPAID TO:

Re-Gear-Atelier

Denver, Colorado | North American Operations

+1 303-587-5568 | info@regearatelier.com

Re-Gear-Atelier is not responsible for lost or untracked shipments. We strongly recommend using a tracked shipping method for safe delivery.

Step 6: Repair, Invoicing & Return

- Repairs begin once the estimate is approved and your item is received at our facility
- Standard turnaround time is 4–6 weeks (excluding transit time)
- Upon completion, you will receive an electronic invoice via email with secure credit card payment instructions
- Your repaired item will be returned promptly after receipt of payment
- Return shipping costs are added to your final invoice

Rush Service:

Rush service is available for an additional fee. Please contact us before shipping to confirm current capacity and scheduling availability. Rush fees do not include shipping time.

Rush Service Level	Additional Fee
2-Week Turnaround	\$50.00
1-Week Turnaround	\$80.00
48-Hour Turnaround	\$100.00

Additional Notes

- Irreparable items can be returned as-is (return shipping at client’s expense) or disposed of at our facility
- DWR reapplication is available as an optional add-on service — please indicate on your repair form
- Down-filled items incur an additional \$10.00 processing fee
- All prices are guidelines and subject to revision based on actual item condition upon inspection
- For billing inquiries, our team will contact you via the email or phone number provided on your form

REPAIR FORM

Re-Gear-Atelier | Denver, Colorado | +1 303-587-5568 | info@regearatelier.com

CUSTOMER INFORMATION

First Name: _____ **Last Name:** _____
Address: _____ **City:** _____
State: _____ **Zip Code:** _____
Phone: _____ **Email:** _____
Brand Name: _____ **Style #:** _____
Today's Date: _____ **Size:** _____
Color: _____ **Warranty RA# (if applicable):** _____

REPAIR DESCRIPTION

Color preference for repair materials (note: we will use closest available match):

Please note: We may not have fabric in the exact color family of your garment and will use the next closest match available.

MARK DAMAGE LOCATION

Please mark an X on the diagrams below to indicate areas requiring repair. If your item is not shown (e.g., sleeping bag, backpack, tent), please draw your item and mark the repair areas.

<input type="checkbox"/> Jacket Front	<input type="checkbox"/> Jacket Back	<input type="checkbox"/> Pants Front	<input type="checkbox"/> Pants Back
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Other item type (please describe or sketch on reverse):

RUSH REQUEST (Optional)

Check the applicable box if rush service is required. Please contact us before shipping to confirm availability.

<input type="checkbox"/>	2-Week Turnaround (+\$50.00)
<input type="checkbox"/>	1-Week Turnaround (+\$80.00)
<input type="checkbox"/>	48-Hour Turnaround (+\$100.00) <i>Rush fees do not include transit/shipping time</i>

ADDITIONAL SERVICES & TERMS

Please check all applicable boxes below and sign at the bottom to acknowledge and agree to these terms:

<input type="checkbox"/>	My item is fully washed and in hygienic condition. <i>Items that arrive unwashed or with strong odors will be returned or assessed a \$15.00 cleaning fee.</i>
<input type="checkbox"/>	I would like an additional garment wash (add-on fee applies).
<input type="checkbox"/>	I would like DWR waterproofing reapplication (add-on fee applies).
<input type="checkbox"/>	If my item cannot be repaired, please RETURN it to me as-is.
<input type="checkbox"/>	If my item cannot be repaired, please RETAIN it at your facility (end-of-life disposal).

Note: Return shipping is added to your final invoice. Re-Gear-Atelier will contact you via the email and phone provided above for all billing and service communications. Repaired items are only returned after full payment receipt.

Customer Signature:

Date:

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Extending Performance • Preserving Value • Enabling Sustainability