

Mountain Soles & Outdoor Threads Repair Form

Please fill out this form (typing preferred). Then print this form & include it with your shipment.

Customer Name

Email

Billing Address (where you get your credit card bill):

Cardholder Name

Phone - -

Billing Address

Shipping Address: Same as Billing Address

City

Address

State

Zip Code

City

State

Zip Code

Item/ Model/ Color:	Repairs Needed/ Comments. Feel free to list multiple items/repairs below.

Please use masking tape to mark damaged areas that you are looking to have repaired. For pricing information, please refer to our web site. If you request an estimate, please note that we do not contact customers if repair will cost less than \$35 per item+ return shipping. Return shipping will be calculated upon completion and added to your total repair cost.

Choose ONE option: Please just fix it! We won't contact you. This is the fastest way to avoid delays. Proceed with repairs up to: Email first with estimate. Choosing this option may extend the turn around time.

RETURN SHIPPING

We ship using UPS and USPS Priority Mail and choose which one to use at our discretion.

UPS and Priority Mail packages are automatically insured for \$100. Do you want additional insurance for the return shipping?

No Yes, insure package for \$ Insurance will increase return shipping costs

UPS will not deliver to PO Boxes at post offices. USPS will not deliver in some rural or mountain communities. Make sure you know which delivery carrier will deliver to your shipping address. If your package is returned to us because you provided a non-deliverable address, we will require you to pay for the re-shipment costs.

PAYMENT INFORMATION

Upon completion, we will email you an invoice. Use the payment link included with that invoice to make your payment. Once we receive a payment confirmation, we will ship your item back. You will also receive a separate email from Stamps.com with your package tracking info. Your item will not be shipped until payment is received. Keep an eye on your junk mail folder in case these emails end up there.

Internal Use Only Below:

Date Received:	Date Shipped Back:	Repair Costs:
Date Invoiced:	Package Dims: lbs / /	Return Shipping:
Date Payment Rec'd:	Notes:	Total Cost:

Ship to:

Mountain Soles
10824 SE Oak St, Suite #184
Milwaukie, OR 97222

Please review this page, print it, and sign it. Include this form with your shipment.

You can cut out the address to the left, tape it to your box, and then ship the box to us. Thank you!