



1533 NW 24th Avenue Portland, OR 97210 | 800 736 1222  
www.ellingtonleather.com | FAX 503 223 7453

## Repair Inquiry

Dear Ellington Customer,

Thank you for your inquiry. We are sorry to hear that you have experienced problems with your Ellington purchase. We offer repair services on Ellington products for a small fee (most repairs cost between \$10–20.) Our ONE-year warranty covers the cost of the repair when proof of purchase (such as a receipt or invoice) is provided. If you are requesting a replacement strap for your bag or briefcase, be sure to indicate the style/product name, number & color. To ensure your bag is repaired as quickly as possible, please follow these steps:

- 1 – Contact the website/store you purchased your item from & ask how they handle repairs**
- 2 – If the repair is handled through Ellington, please make a copy of your original invoice or receipt**
- 3 – Fill out the below form completely.** A repair will NOT be made without your contact information, an invoice/receipt -or- payment information.
- 4 – Carefully package your item(s) with your invoice/receipt, the below form and INSURE for the worth of the bag.**
- 5 – Mail the product(s) you would like to have repaired to:**

**ELLINGTON WAREHOUSE  
2034 NW 26TH AVE  
PORTLAND, OR 97210  
ATTN: REPAIRS**

- 6 – Please expect to be without your bag for 2–3 weeks, if we are unable to repair the item(s) we will call you.**

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Your Name \_\_\_\_\_  
 Your Address \_\_\_\_\_  
 \_\_\_\_\_  
 Your Phone No. \_\_\_\_\_  
 Your Email Address \_\_\_\_\_  
 Date of Purchase \_\_\_\_\_

Invoice/Receipt Enclosed -or-  
 Name on Card \_\_\_\_\_  
 Credit Card No. \_\_\_\_\_ Expiration \_\_\_\_\_

Please explain specifically what needs to be repaired:  
 \_\_\_\_\_  
 \_\_\_\_\_

I am requesting a replacement strap for:  
 Style Name \_\_\_\_\_  
 Style No. \_\_\_\_\_ Color \_\_\_\_\_