

LONDON UNDERCOVER

REPAIRS FORM

All umbrellas sent in for repair must include the following form.

Please send item to: **London Undercover, 20 Hanbury St, London E1 6QR, England**

IMPORTANT

If item is being sent from overseas it is very important that you do not include the original value of the item and mark it as follows:

NO COMMERCIAL VALUE . TEMPORARY EXPORT - SENT BACK TO COUNTRY OF ORIGIN FOR REPAIR.

We cannot accept any items sent back that require duty or taxes to be paid due to this information not being on the paperwork. Should this occur, the item will be rejected and sent back by the shipping/postal company.

Name:

Phone:

Email:

Address:

Umbrella Model:

Date of Purchase:

Store Purchased From:

Within 1 Year Warranty: YES NO

Issue:

Cause of Issue:

Additional Info:

DATE:

STAFF MEMBER
TAKEN IN BY:

CASE NO:

REPAIR COST GUIDE

Ferrule	<input type="checkbox"/>	£10
Broken Rib	<input type="checkbox"/>	£25
Broken Handle	<input type="checkbox"/>	£30
Torn Canopy	<input type="checkbox"/>	£35
Broken Ribs / Frame	<input type="checkbox"/>	£35
Broken Stick	<input type="checkbox"/>	£40
Other	<input type="checkbox"/>	£
UK Delivery	<input type="checkbox"/>	£5
EU Delivery	<input type="checkbox"/>	£20
USA Delivery	<input type="checkbox"/>	£25
Worldwide Delivery	<input type="checkbox"/>	£30

Each and every case is unique, we therefore need to take your umbrella away to be looked at.

All repairs take place at the beginning of each month.

Repairs take 2-4 weeks from that point in.

At busier times of the year or if special parts are required repairs may take longer.

We will inform you via phone or email (or both) as soon as your repair is ready for collection.

Signed:

Date: