

**Return address:**

Outdoor Agencies Pty Ltd.  
 Warranties Department  
 Reply Paid 89938  
 Po Box 6183  
 Silverwater, NSW 1811  
 Phone: +61 2 871 7300

**Dear customer,**

We regret that our product has given cause to complaint and apologize for the inconvenience caused. We'll try to take care of your issue as quickly as possible.

Please note that:

1. the return is well packed and postage is paid
2. this form is enclosed

**What has to be repaired?**

(please tick)

- |                                     |                                      |  |
|-------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> grip       | <input type="checkbox"/> middle part | <input type="checkbox"/> basket              |
| <input type="checkbox"/> strap      | <input type="checkbox"/> lower part  | <input type="checkbox"/> adjusting mechanism |
| <input type="checkbox"/> upper part | <input type="checkbox"/> tip         | <input type="checkbox"/> snowshoes           |

**Please describe your complaint:**

(please fill in)

|  |
|--|
|  |
|  |
|  |
|  |
|  |

**Sender information for return consignment:**

(please fill in)

|                 |  |
|-----------------|--|
| Name, Prenom:   |  |
| Street address: |  |
| Zip code/Town:  |  |
| Country:        |  |
| Phone:          |  |
| E-Mail:         |  |
| DATE:           |  |