



mont·bell

Light & Fast™

Online warranty and Repair Request

This service is only available for items that were purchased from MONT-BELL (SUISSE) SA, either online or in-store.

Montbell's warranty covers all defects in materials and workmanship to the original owner for the lifetime of the product. If a product ever fails due to a manufacturing defect, Montbell will repair the product, or replace it, at our discretion.

This warranty does not cover damage(s) caused by accident, improper care, negligence, alterations, or normal wear and tear. Damage(s) not covered under warranty will be repaired at a reasonable rate and a fee will be charged for shipping.

All packages sent to Montbell must be pre-paid. Montbell also recommends all items are shipped via a courier with tracking capabilities and insurance, as Montbell cannot be liable for packages lost or damaged while in transit. All items returned for warranty or repair inspection must be clean, no exceptions. Any dirty items returned for inspection may be refused and or subject to a mandatory cleaning fee. For customers residing in Switzerland, please expect a 6 - 8 weeks turn around. For international customers, please expect a 8 - 10 weeks turn around.

PLEASE WRITE LEGIBLY : Incomplete or illegible request forms will be denied.

First & Last Name : _____

Address 1: _____

Address 2: _____

City: _____ State/ Province: _____

Postal Code : _____ Country : _____

Daytime phone number : _____ Alternate number : _____

Email address : _____

Date and location of purchase : _____

Please provide a brief description of your request and the location of the damaged area.

Return Address :

Repair Department
MONT-BELL (SUISSE) SA
Dorfstrasse 107, 3818 Grindelwald
Switzerland

Please enclose this form when returning your item for inspection. If you have questions about this process, please contact Montbell Swiss's Customer Service Department cs-mbs@montbell.com.