

## Our SOREL Warranty Policy

This Warranty is provided by Columbia Sportswear Company Limited, with its registered address at 20 Oldfield Court, Windermere, LA23 2HJ, United Kingdom, registered 3854251 with VAT number GB745215835, ("Columbia Sportswear Company"). If you are resident in the UK, Sorel branded products are warranted for 2 years from the date of your purchase.

Under the Consumer Rights Act 2015, you have statutory warranty rights in relation to the products you order from us. Your statutory warranty rights are unaffected by this Warranty.

This Warranty covers defects in garments, equipment and footwear manufactured by Columbia Sportswear Company that are due to faulty materials or workmanship. If a product fails due to a manufacturing defect, we will either repair the product without charge, replace the product or offer a credit note at our discretion.

Please note that this warranty does not cover (a) damages where there is evidence that these are caused by misuse, abuse, modifications other than by Columbia Sportswear Company, neglect or failure to follow product care instructions (b) problems that may be reasonably expected with normal wear, or (c) accidental damage; you may find that this type of damage is covered by your household contents insurance policy.

## How to Get Warranty Service

### **1. For product bought less than 2 years ago on our official Sorel Online Shop**

At Columbia Sportswear Company, we expect our products to be free of manufacturer defects. However, should you have a warranty issue please contact us / [Support@helpcenter-sorel-eu zendesk.com](mailto:Support@helpcenter-sorel-eu zendesk.com) and provide the following information:

- Your name
- Your order-number
- Some pictures showing the default
- A short description of the issue

We will confirm with you the scope of the guarantee.

### **2. For product bought less than 2 years ago in a physical store**

Our Warranty policy states that items must be returned through the original point of sale where possible taking into account the contract of sale that you have entered into and applicable law. You will have to provide the following at the point of sale:

- Your name
- Receipt/proof of purchase
- A short description of the issue

For more details, please visit their website and/or contact them for more information on their after-care services.

Should that not be possible, please contact us / [Support@helpcenter-sorel-eu zendesk.com](mailto:Support@helpcenter-sorel-eu zendesk.com).

### **3. For product bought less than 2 years ago on a partner Online Store**

Our Warranty policy states that items must be returned through the original point of sale where possible taking into account the contract of sale that you have entered into and applicable law. You will have to provide the

following at the point of sale:

- Your name
- Your order-number
- Proof of purchase
- Some pictures showing the default
- A short description of the issue

For more details, please visit their website and/or contact them for more information on their after-care services.

Should that not be possible, please please [contact us](#) / [Support@helpcenter-sorel-eu.zendesk.com](mailto:Support@helpcenter-sorel-eu.zendesk.com).