

Big Agnes Return Form

When returning product to Big Agnes, include this form in the box. Please make sure your contact information is complete and clearly written. We will contact you if we have questions, or if there will be a cost for a repair. If we are replacing defective product, the new item will be shipped from our warehouse within 7-10 business days from the time we received your return. If you have a time constraint, please note that on your return and we will do our best to accommodate you. You may also include any other pertinent information that may help us process your return more efficiently.

Person you spoke with at Big Agnes (if any):

Your Name _____

Street _____

City/State/Zip _____

Phone _____

Email _____

Product Style/Size _____

Place/Date of Purchase _____

Problem _____

Location of Problem _____

(Please mark problem area with tape)

(Area below for Big Agnes company use)

Shipping Information

For returns via UPS/FEDEX, use our physical address:

Big Agnes

Attn: Warranty>Returns

735 Oak St.

Steamboat Springs, CO 80487

For returns via USPS, use our mailing address:

Big Agnes

Attn: Warranty>Returns

PO Box 773072

Steamboat Springs, CO 80477

Contact us if you have questions.

Toll Free: 877-554-8975

Fax: 970-879-8038

Email: chris@bigagnes.com

Warranty Policy

Big Agnes will warranty all of its products against manufacturer defects. We will replace any defective item free of charge and any products damaged due to misuse or accidents will be repaired at a reasonable charge. Pads will be repaired for a \$5 fee plus \$5 return shipping. Sleeping bag and tent repairs will be assessed on an individual basis and the customer will be contacted regarding any repairs or charges.

Warranty Shipping Policy

Big Agnes will ship any warranty product via UPS ground, free of charge. If the customer prefers expedited shipping, he/she will be responsible for the extra cost over and above the UPS ground delivery cost.