

Return to Vendor Policy

PATAGONIA

Basic Policy Information

Defective items can be RTV for credit but only within the year of receiving/purchasing the merchandise. Customer satisfaction items can be RTV only if it is related to “quality” of the item. They will not give credit for things like burn holes, pet damage, and accidents that garments are not meant to survive.

Exceptions

If the items is over 1 year old the customer can get the item repaired if they would like, but no credit will be given. Things they won't repair or give credit for are circumstances like burn holes, pet damage or other accidents that garments are not meant to survive.

Vendor Requirements (Proof of Purchase, Etc.)

Proof of Purchase for customer returned goods to prove within one year.

Warranty Links and/or Additional Information

Patagonia Shoes: are done through Wolverine, we don't carry these at this time, but just in case there is a major defect that walks in the door we can get an item repaired that is more than 1 year old, but no credit.