



Dear valued **MANCINI** Customer,

Our strong commitment towards our customers makes MANCINI the unequivocal choice for all your leather good needs. All MANCINI products are crafted with an emphasis on quality and functionality backed by our warranty covering defects in material and workmanship. In the unlikely event that a manufacturing defect occurs, please do not return the product to your retailer as this may cause delays in service and incur additional costs.

We at MANCINI have always strive to provide our customers with the very best in quality and service. To serve you better we have streamlined the repair and return process to minimize hassles and maximize efficiency.

Please refer to the directives provided to ensure you receive the prompt service you expect and deserve.

Sincerely,

Neil Trachtenberg
President



MANCINI CUSTOMERS REPAIR & RETURN PROCEDURE

In the unlikely event that a manufacturing defect occurs, we will repair or replace your product, at our option. For all service inquiries and repairs please contact our **Customer Service Department** toll free at **1-800-276-8346** or by email at customerservice@mancinileather.com to obtain a **Return Authorization (RA)** number and **Warranty Service Request (WSR)** form.

Return Authorization (RA) Number:

- Customers must provide proof of purchase in order to obtain a Return Authorization number.
- We will issue an **RA** number for your repair. Please refer to the list of authorized repair centers for the names and locations of your local repair centre. Please do not bring or ship any goods to your repair centre before obtaining an **RA** number.
- Each **RA** number is valid for a period of 14 days.

Warranty Service Request (WSR) Form (attached)

- A **WSR** form can be provided to you via email, fax, or mail - whichever method is the most convenient for you. The **WSR** form is also available as a downloadable PDF file at www.mancinileather.com
- Please complete all fields on the form and include a clear and accurate description of the defects and/or repairs required.
- Ensure that your **RA** number is indicated and include a copy of the **WSR** form with your product.

Shipping

- Indicate your **RA** number on the outside of your shipping carton and include a copy of the **WSR** form with your shipment.
- Please ensure that products are properly packaged to prevent damage during transit.
- Use a reputable shipper and take note of their tracking number to confirm delivery. We are not responsible for shipments lost or damaged during transit.
- For your protection we recommend you insure your shipment.

In the event that your local repair centre deems your product non-repairable, please notify our **Customer Service Department** and ship your product to our **Head Office** at the address below. We will repair your product, including all parts and labour, and ship it back to you at no charge. Should we determine that your product is non-repairable we will ship you a brand new replacement (or equivalent product) at no cost.

Please feel free to contact our **Customer Service Department** for any additional information.

WARRANTY SERVICE REQUEST FORM DEMANDE DE RÉPARATION SOUS GARANTIE



Name / Nom:	Telephone # Téléphone:	Date:
Address / Adresse:	Fax # Télécopieur:	
	Email / Courriel:	

Style # Modèle	Colour / Couleur	Quantity Quantité	Description of Defect / Description du défaut de fabrication	Invoice # Facture	Repair Réparation	Exchange Échange	Credit Crédit
Special Instructions: Instructions spéciales:							

THIS FORM MUST ACCOMPANY ALL RETURNED PRODUCTS:

Please contact our Customer Service Department to obtain a Return Authorization (RA) number. Do not ship any goods before obtaining an RA number. Each RA number is valid for a period of 14 days.

- Indicate your RA number on this form and on the outside of your shipping carton.
- Please ensure that all items include a clear and accurate description of the manufacturing defects.
- Include a copy of your proof of purchase and this completed form with your shipment.
- Please ensure that products are properly packaged to prevent damage during transit.
- Use a reputable shipper and take note of their tracking number to confirm delivery. We are not responsible for shipments lost or damaged during transit.
- For your protection we recommend insuring your shipment.

CE FORMULAIRE DOIT ACCOMPAGNER TOUS LES ARTICLES RETOURNÉS:

Veuillez communiquer avec notre Service à la clientèle pour obtenir un numéro d'autorisation de retour (AR). Ne pas expédier les marchandises avant d'obtenir un numéro AR. Le numéro AR est valide pendant 14 jours.

- Indiquez votre numéro d'autorisation de retour (AR) sur ce formulaire ainsi qu'à l'extérieur de votre colis d'expédition.
- Assurez-vous que tous les articles sont accompagnés d'une description claire et précise des défauts de fabrication.
- Incluez une copie de votre preuve d'achat et le présent formulaire, dûment rempli, lors de votre envoi.
- Veuillez vous assurer que les articles sont bien emballés afin d'éviter les dommages pendant le transport.
- Ayez recours à un expéditeur reconnu et prenez note du numéro de suivi du colis afin de confirmer l'envoi. Nous ne sommes pas responsable des colis endommagés ou perdus pendant le transport.
- Pour votre protection, nous vous recommandons d'assurer votre envoi.