

Repair Request Form

To obtain service for your luggage complete the attached form and follow the instructions below. Send or take this to an Authorized Service Center near you.

Shipping Checklist and repair Instructions:

- Include completed repair form (attached; please include ONE form per luggage and keep a copy for your records).
- Include luggage for repair.
- Include copy of proof of purchase. The proof of purchase will be the store sale receipt. Failure to provide proof of purchase will result in non-warranty repair costs.
- We suggest you send your luggage properly packaged to protect against damage during transit as Ricardo Beverly Hills is not responsible for any impact / shipping damage or lost items that may occur during transit.

PLEASE ALLOW 2 – 4 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE



Please cut the below address label and attach to package

RETURN ADDRESS INFO:

NAME: _____

ADDRESS: _____



Repair Form

(Include this form with your luggage when shipping or taking it in for repairs.
Please include one form per luggage)

CUSTOMER INFORMATION: (PLEASE PRINT CLEARLY)

NAME _____ DATE ____ / ____ / ____

ADDRESS _____ APT/ SUITE # _____

CITY _____ STATE _____ ZIP _____

DAYTIME PHONE _____ HOME PHONE _____

EMAIL (for repair related questions) _____

STYLE # (Located on the white label sewn inside of the main compartment or into the suitcase lid and will read "Style # 034-20-603-WAB" for example).

COLOR _____ DATE OF PURCHASE _____

REPAIR INFORMATION:

PLEASE FULLY DESCRIBE THE PROBLEM HERE:

CLAIM NUMBER (Leave blank; It will be filled out by the Repair Center after they contact Ricardo Beverly Hills regarding Warranty Repair Evaluation; If the repair is under the warranty, a claim number will be issued)

PLEASE FOLLOW THE SHIPPING INSTRUCTIONS BELOW:

1. Place this form and a copy of your proof of purchase, if available, inside the piece of luggage you are shipping. The proof of purchase will be the store sale receipt.
2. Place a piece of tape on the problem area(s)
3. Insurance, if you chose (i.e. UPS, Fedex or USPS)