



## CUSTOMER REPAIR REQUEST

Date: \_\_\_\_\_  
Name: \_\_\_\_\_  
Shipping Address: \_\_\_\_\_  
(No PO Box) \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Daytime Phone: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_

Please mail completed form along with the item(s) you would like repaired to:

**ULTIMATE DIRECTION  
WARRANTY DEPARTMENT**

**516 Industrial Road  
St. George, UT 84770**

**Product Information**-Item(s) you are returning (check all that apply):

Pack       Accessory       Bottle       Reservoir       Bite Valve

Model Name: \_\_\_\_\_ Year Purchased: \_\_\_\_\_

**Reason for return**-Check all that apply.

Please note that all items sent in for warranty evaluation may be subject to a repair charge.

**Packs:**

- Construction Failure
- Poor Stitching
- Patch area/tear
- Broken/Missing Hardware
- Webbing Attachment Torn/missing
- Zipper Failure
- Clip/Buckle Broken
- Draw Cord Pulled out
- Other

**Accessory:**

- Construction Failure
- Poor Stitching
- Patch area/tear
- Zipper Failure
- Draw cord Pulled out
- Clip/Buckle Broken
- Other

**Bottle:**

- Construction Failure
- Leaking (Valve)
- Leaking (other)
- Component Missing/Broken
- Valve Defective
- Other

**Reservoir:**

- Construction Failure
- Drink Tube Pulled out
- Leaking Seams
- Leaking Other
- Other

**Bite Valve:**

- Construction Failure
- Other

\* If you marked "other", please explain your reason for return: \_\_\_\_\_

Repairs during peak season may take up 4-6 weeks.