



## Repair Request Form

To obtain service for your luggage, complete the attached form and follow the instructions below. Send or bring 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 sending 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, "Style # 482-20-001-4WB" 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)