

## **Our Warranty Policy**

In Europe, **Columbia** branded products including footwear are delivered with a commercial warranty of **2 years**. The guarantor is Columbia Sportswear Netherlands B.V., Kingsfordweg 151, 1043 GR Amsterdam, The Netherlands, registered 32111991 with VAT number NL 815580010B01. This commercial warranty does not limit any statutory warranty rights you have pursuant to applicable law as described in the applicable Terms and Conditions (Clause 6)

Our commercial warranty covers defects in materials and workmanship in garments, equipment and footwear manufactured by Columbia Sportswear Company.

If a product fails due to a manufacturing defect, we will either repair the product without charge, replace the product or offer a credit note at our discretion.

Please note that Columbia does not warrant and is not responsible for damages caused by misuse, abuse, accidents, modifications, natural breakdown of materials over time, or problems that may be reasonably expected with normal wear or failure to follow product care instructions.

## **How to Get Warranty Service**

### **1. For product bought less than 2 years ago on our official Columbia online store**

At Columbia Sportswear, we expect our products to be free of manufacturer defects. However, should you have a warranty issue please **contact us** / [support@helpcenter-columbia-eu.zendesk.com](mailto:support@helpcenter-columbia-eu.zendesk.com) and provide the following information:

- Your name
- Your order number
- Some pictures showing the default
- A short description of the issue

We will confirm with you the scope of the guarantee.

### **2. For product bought less than 2 years ago in a physical store**

Our Warranty policy states that items must be returned through the original point of sale. Please visit their website and/or contact them for more information on their after care services. Should that not be possible, please contact us via this [link / support@helpcenter-columbia-eu.zendesk.com](mailto:support@helpcenter-columbia-eu.zendesk.com).

### **3. For product bought less than 2 years ago on a partner Online Store**

Our Warranty policy states that items must be returned through the original point of sale. Please visit their website and/or contact them for more information on their after care services. Should that not be possible, please contact us / [support@helpcenter-columbia-eu.zendesk.com](mailto:support@helpcenter-columbia-eu.zendesk.com).