

Repair Service Request

Customer Information

Name _____ Date _____

Email _____ Phone _____

Return Address (Must be street address. Items cannot be returned to a PO Box.)

City/State _____ Zip Code _____

Product Information

Type of product or style name _____

Color _____

Registration number (if available)

Is your item within the warranty period (two years)? ☐ No ☐ Yes Receipt number: _____

Please describe the quality issue(s) you are experiencing and/or the repair(s) requested

Please bring your item, with this form and the original receipt back to the original store of purchase, or send to: Coach, Attn: Repairs, 206 Regent Street, London W1B 5BN. Please note that cross-border and Northern Ireland assessments and services are currently unavailable.

We suggest that you send your item to us via an insured, traceable means, such as DHL or insured mail. If you have questions, please contact us at uk.customercare@coach.com. Please allow 5-10 weeks for processing time for under-warranty repairs, and 5-12 weeks for out-of-warranty repairs, thank you.

If your repair request falls outside of the one-year time frame, we will send you a quote on the cost of your service prior to repair. (Please note this might extend the repair period by an additional 2 weeks)

