



## Outerwear Limited Lifetime Warranty

**What This Limited Lifetime Warranty Covers** This Limited Lifetime Warranty covers defects in materials and workmanship for the practical lifetime of Columbia Sportswear brand products manufactured by Columbia Sportswear or its affiliates. Only original, unaltered, and unmodified materials and workmanship are covered by this policy. This limited lifetime warranty does not cover damage caused by normal wear and tear, improper care, misuse, accident, neglect, or the natural breakdown of materials over time. Products should be returned to us for evaluation. Items with defects in materials and workmanship will be repaired or a Virtual Merchandise Credit will be issued. This policy is applicable to United States customers only.

**How Long This Limited Warranty Lasts** This Limited Lifetime Warranty lasts for the practical life of the product. Coverage ends if you sell or transfer the product. Proof of purchase may be required.

**What We Will Do** The Warranty Department will inspect the product at no charge to you. If the Warranty Department determines, in its sole discretion, that the product has a defect covered under this Limited Warranty, we will repair or issue a Virtual Merchandise Credit equivalent to the MSRP value within approximately four weeks of inspection. Depending on the season or product, it may take longer to repair certain items. Columbia Sportswear will discard your product if your product is covered under our limited warranty policy. If you would like your original product returned instead of a Virtual Merchandise Credit, please check the box on the printable warranty form or call us no later than 10 days after you ship your product at 1-800-622-6953.

**How To Get Warranty Service.** You may seek resolution directly through the retailer where you purchased the Outerwear. In many cases, the retailer will be able to assist you. You may also send your Columbia Outerwear to us. Outerwear must be cleaned prior to shipment according to its care instructions. Please include your completed warranty form, or include a cover letter with your name, address, daytime phone number, e-mail address, and a brief description of the problem or complete and print our warranty form. A copy of your original receipt or proof of purchase may also be required.

Please note: Outerwear must be cleaned prior to shipment according to its care instructions. Products received that are deemed insufficiently cleaned will be returned to the customer unprocessed.

**Shipping information.** Customers are responsible for shipping items to Columbia Sportswear. We will cover the cost of return shipping. We recommend that you ship your product with a reputable carrier that can provide tracking information and proof of delivery, such as FedEx or UPS. Customers are responsible for their product until we sign for delivery. Columbia Sportswear cannot be held responsible for packages lost in transit.

In the **U.S.**, please send to:  
Columbia Sportswear  
Attn: Warranty Department  
7000 North Leadbetter Rd.  
Portland, OR 97203

**How Local Law Applies.** This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

**Limitation of Liability.** COLUMBIA SPORTSWEAR'S AND ITS SUPPLIERS', AFFILIATES', AND AGENTS' MAXIMUM LIABILITY PURSUANT TO THIS LIMITED WARRANTY, OR ANY OTHER EXPRESS OR IMPLIED WARRANTY, IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR THE PRODUCT. NEITHER COLUMBIA SPORTSWEAR NOR ITS SUPPLIERS, AFFILIATES, OR AGENTS ARE LIABLE FOR ANY INABILITY TO PERFORM UNDER THIS LIMITED WARRANTY DUE TO EVENTS BEYOND ITS OR THEIR CONTROL, SUCH AS ACTS OF GOD, OR FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, OR OTHER CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR

BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, OTHER THAN THOSE DAMAGES WHICH ARE INCAPABLE OF LIMITATION, EXCLUSION OR RESTRICTION UNDER APPLICABLE LAW. SOME JURISDICTIONS DO NOT ALLOW LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU IN WHOLE OR IN PART.

**Governing Law and Venue; Severability.** To the full extent permitted under applicable local law, this Limited Warranty and any disputes arising out of or in connection with this Limited Warranty (“Disputes”) shall be governed by the laws of the State of Oregon, USA, excluding conflicts of law principles and excluding the Convention for the International Sale of Goods. The courts located in Multnomah County, Oregon, USA shall have exclusive jurisdiction over any Disputes. If any provision of this Limited Warranty is unlawful, void or unenforceable, that provision shall be deemed severable and shall not affect any remaining provisions. If there is any inconsistency between the English and other versions of this Limited Warranty, the English version shall prevail.

**Certain products may be excluded from this Limited Lifetime Warranty as indicated at the point of sale and/or on the product hang tag.**