
From: Osprey Customer Service
Sent: Friday, December 14, 2018 14:49
To: sjwmaas@hotmail.com
Subject: We have received your Repair Request

Thank you for contacting Osprey and we wish to deliver great customer service!

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PACKS & BAGS

PACKFINDER

STORIES



**THANK YOU FOR
CONTACTING US**

Dear Sil,

Thank you for contacting Osprey Packs.

Before sending your Osprey product to us, please review the information [HERE](#).

Below are the details you will need to send your item to us for repair.

Return Authorization Number: **ZRA239774**

This number needs to be written on the outside of the box. As long as you write this number on the box, you do not need to print this email and include it with your bag. If you need to update any information, please email us directly. Do not include a note with updates in the box.

Please be sure to remove all personal items from your pack before sending it to us. We will do our best to return any stray items we discover....unless it happens to be cash. That will be used to purchase beer for the repair staff on Friday afternoons!

The address where we have all our fun is:

Osprey Packs
115 Progress Circle
Cortez, CO 81321

Your satisfaction is our highest priority. If you have any questions, comments or concerns we'd love to hear them. Find your order number and contact our customer service department at customer.service@osprey.com or by phone at **866-284-7830**, Monday - Friday, 7am - 6pm MST.

Thank you,
Osprey Customer Service Team

**ALL MIGHTY
GUARANTEE**

**ANY REASON.
ANY PRODUCT.
ANY ERA.**

ospreypacks.com/guarantee



Osprey | [800 North Park Street | Cortez, CO 81321](#) | United States

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