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Your Warranty Return has Begun

Your RMA Number is:

W-138665

You will need this number.

Return contact

Alphonso Iniguez
alphonso.iniguez@sbcglobal.net
Alphonso Iniguez
260 Grayson Terr.
San Jose, CA 95126
United States
(408) 977-0868 (day time)
(408) 977-0868 (evening)

Remarks

I have a Timbuk2 bag that is made up of two pieces, a laptop bag and a carry-on luggage. The bag is brown and the Timbuk2 logo is orange. It holds a 17" laptop. The laptop portion of the bag's zipper has unraveled in two locations making it almost impossible for me to slide my laptop into it. Unfortunately, this is the second Timbuk2 bag I've owned where the zipper has failed. Thank you for your time.

What to do now

In order to complete your return, make sure the product is clean and that you've removed all personal belongings from any bags being returned. Also, please remove all accessories from your bag that are not defective, as they will not be returned and are not covered under warranty.

"Mail your product to the following address:"

Timbuk2 Warranty Claims
Attn: RMA W-138665
2394 Folsom Street
San Francisco, CA 94110

Please write your RMA number on the box! Failure to write your RMA number on the box will result in processing delays.

We recommend shipping your Timbuk2 product back to us with UPS, FedEx or Airborne Express to ensure proper tracking. We will not be responsible for packages lost in the mail. Also, we do not cover return shipping charges.

Please note that we cannot process your return until we receive your product. Once we receive your product, we will notify you via email. Warranties are processed within 7-10 business days upon receipt into our warehouse.

Once we review your warranty request and we find that your bag defect fits our warranty conditions, we will decide to **refund you via merchandise credit** at our discretion.

Thanks!

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