

ORTLIEB WATERPROOF :

# ORTLIEB REPAIR SERVICE

ORTLIEB is synonymous with products that are built to last. Whilst extreme care is taken to ensure the highest quality materials and construction methods are used, a product can still be damaged or a component can wear out over time.

Fortunately ORTLIEB products are designed so that worn out parts can be easily replaced and holes can be repaired. Some parts are available as aftermarket spares which can be easily replaced. For other spare parts or for more complicated repairs our UK distributor's Customer Services team should be able to help. Lyon Equipment is pleased to offer a professional welding repair service for ORTLIEB products, restoring their original waterproof properties.

## WHAT TO DO IF YOU WOULD LIKE YOUR ORTLIEB PRODUCT REPAIRED:

**Step 1** - Contact the Lyon Customer Services team on the following email: [helpdesk@lyon.co.uk](mailto:helpdesk@lyon.co.uk)  
Please attach a clear picture of the damaged area as well as a picture of the whole product to allow us to make an initial assessment. Repairs are only carried out if the product can be made fully waterproof again.

**Step 2** - The Customer Services team will get in touch to let you know if we can carry out a repair and will provide you with an address to send the product to.

**Step 3** - Upon receipt of your product they will call you with a comprehensive quote for the full cost of repair including any postage costs. Once agreed payment is taken over the phone.

**Step 4** - The product will be repaired and returned to you.

N.B - These prices are a guide only. A comprehensive quote will be issued when the product has been inspected.

Small patch repair - £10 for one hole / cut (inc. set up cost) and £5 for each additional hole / cut. Stitching repairs - £5

Replacement components - Various. Price will be supplied with quote.

Cleaning charge - £5 - Charged if the product has to be cleaned prior to repair

Return carriage costs - £5.10 - All products will be returned by courier and will need to be signed for.

For customers based in Republic of Ireland please contact Lyon for € prices.

Repairs are covered by a 1 year guarantee.

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5 YEAR WARRANTY  
MADE IN GERMANY  
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**ORTLIEB**

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