



JACKET LIMITED LIFETIME WARRANTY

What This Warranty Covers. This Limited Lifetime Warranty covers defects in materials and workmanship in SOREL Jackets manufactured by Columbia Sportswear or its affiliates. Only original, unaltered, and unmodified materials and workmanship are covered by this policy. Damages caused by misuse, abuse, accidents, neglect, the natural breakdown of materials over time, or problems that may be reasonably expected with normal wear or failure to follow care instructions are not covered by this Limited Warranty.

How Long This Warranty Lasts. This Limited Lifetime Warranty lasts for the expected lifetime of the product from the date of purchase. For more information please visit our FAQ. Coverage ends if you sell or transfer the product.

What We Will Do. The SOREL Warranty Department will inspect the Outerwear item at no charge to you. If the Warranty Department determines, in its sole discretion, that the item 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. We will discard your product if it is covered under our applicable warranty when we provide you with a Virtual Merchandise Credit. If you would like your original product returned instead of receiving 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 1-888-697-6735.

How To Get Warranty Service. You may seek resolution directly through the retailer where you purchased the jacket. In many cases, the retailer will be able to assist you. Products 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. A copy of your original receipt or proof of purchase may also be required. If you have any questions, please call us at 1-888-697-6735 between 8:30 am and 5:00 pm EST Monday through Friday or email warrantycanada@customercare.zendesk.com.

Please note: Products 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 SOREL. SOREL 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 Purolator or Canada Post. Customers are responsible for their product until we sign for delivery. SOREL cannot be held responsible for packages lost in transit.

In Canada please send to: Warranty Department Columbia Sportswear Canada LP 1425 Max Brose Drive
London, Ontario N6N 0A2

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. SOREL 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 SOREL 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 Province of Ontario, excluding conflicts of law principles and excluding the Convention for the International Sale of Goods. The courts located in Ontario 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