


**My pack needs to be repaired. What do I need to do?**
If you need a repair done on your Osprey pack, you will first need to obtain a Return Merchandise Authorization number (RMA#). To do so, ***click here***. Our staff will process your request and respond to you via email as quickly as possible (please allow up to a few days to receive a response). We will provide shipping instructions along with your RMA Number. PLEASE, do not send your pack in without an RMA number.

**I have a broken part that I can replace on my own and just need a replacement (like a buckle) for my pack. What do I need to do?**
Please fill out and submit our online parts request form. To do so, ***click here***. Please be as descriptive as possible and fill out all fields completely. We encourage you to upload a picture of the broken part (not an image off the internet) to help us identify exactly what you need.

**I have a problem with my reservoir (not a broken part that can be replaced). What do I need to do?**
Reservoirs do not fall under the All Mighty Guarantee, they are covered under a limited 1-year warranty (from the purchase date) that covers manufacturing and material defects only. Damage caused by accident, animal attacks, zombie apocalypses, or outside of the 1-year period are not covered. If your reservoir falls under our warranty guidelines please fill out the online Reservoir Warranty Claim form. To do so, ***click here***. We will evaluate your claim and respond to you via email as quickly as possible.

**How long will it take?**
Please allow us a few days to respond to your online requests, we respond to those emails in the order they arrived. We appreciate your patience! Turnaround times vary throughout the year, we ask that you plan ahead and **allow for plenty of time** to send your pack in for repair or to receive a replacement part. If you have a specific date that you need your pack back please let us know when filling out your form online, we will do our best to meet your deadline. We do have expedited shipping and repair options, please see below for details.

**Who pays for shipping cost?**
You are only responsible for the charges of shipping the pack to Osprey. Use a method of shipping that provides a tracking number. Osprey cannot be responsible for packages that have not been received by our shipping department. We pay shipping to return your pack via UPS or FedEx. **Need to expedite shipping?** If you ship your pack to us via an expedited shipping method (i.e. 3-day shipping or faster via UPS or FedEx) it will receive priority processing here and will be returned to you via a similar expedited service. **Please call us at 1-866-314-31301-866-314-3130 to notify us that you are using an expedited shipping method.**

**What if my pack is really dirty?**
When we receive a pack that is too dirty or odiferous to repair, **we are restricted by law from repairing it**. If your pack is not clean, we will return it to you, unrepaired. ***Click here*** to learn how to easily clean your pack at home.

Osprey highly recommends Nikwax products for all your pack care needs.
*www.nikwax.com*