

Order Form - CLEANING and REPAIR

THIS SERVICE APPLIES ONLY TO SIR JOSEPH PRODUCTS



Customer Name: Street: City: Code : Phone: Email:	Order Number: (do not fill in) OP - VYD - FV - PRG -	Reg. No. 1
	Please tick the return shipping method: <input type="checkbox"/> Cash on delivery <input type="checkbox"/> Personal pickup	Reg. No. 2
		Reg. No. 3
		Reg. No. 4

Please make sure the product you send has empty pockets and that nothing prevents its cleaning.

1. Product	2. Product
Name: Size: Colour: <input type="checkbox"/> Repair <input checked="" type="checkbox"/> Cleaning (we always clean before performing repair)	Name: Size: Colour: <input type="checkbox"/> Repair <input checked="" type="checkbox"/> Cleaning (we always clean before performing repair)
Description of ALL damages you want to repair:	Description of ALL damages you want to repair:

3. Product	4. Product
Name: Size: Colour: <input type="checkbox"/> Repair <input checked="" type="checkbox"/> Cleaning (we always clean before performing repair)	Name: Size: Colour: <input type="checkbox"/> Repair <input checked="" type="checkbox"/> Cleaning (we always clean before performing repair)
Description of ALL damages you want to repair:	Description of ALL damages you want to repair:

PRICE LIST – valid from 1 May 2026

SHIPPING	EU EUR incl. VAT
Courier shipping	25

CLEANING – Sir Joseph products only (including impregnation of the outer fabric):	EU EUR incl. VAT
Down sleeping bag	24,5
Down jacket, down trousers	21,5
Children's sleeping bag (down, synthetic) Children's jackets	16,9
Down vest	17,5
Other products (synthetic, windbreakers, non-waterproof)	15,9
In case of heavier soiling requiring multiple cleaning cycles, we charge	10,5

REPAIRS	EU EUR incl. VAT
Thermo-patches, 1 piece:	
THERMO – hole up to 5 cm	10
THERMO – hole up to 10 cm	14,9
THERMO – hole up to 15 cm	19,5
THERMO – hole over 15 cm	charged by extent of damage
If there are multiple smaller holes	charged by extent of damage
Zip repair by slider replacement	6,5 - 12,9
Other repairs, sewing, zip replacements	charged by extent of damage

All payments for cleaning and repairs are made only after they have been performed, based on the issued invoice (do not pay anything in advance). By ordering the cleaning and repair services, the customer agrees to the Terms and Conditions stated on the reverse side of this Order Form.

Date of receipt (do not fill in):	Customer signature:
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CLEANING AND REPAIRS OF SIR JOSEPH PRODUCTS – TERMS AND CONDITIONS

The conditions set out here apply to the cleaning service and to repairs of defects that do not fall under the warranty repairs provided with the sale of a new product. All post-warranty repairs are carried out automatically together with cleaning of the products. **We do not perform repairs without CLEANING.** The price of cleaning will be added to the price of the repair. **By sending and signing the Order Form, the customer agrees that the repair including cleaning may cost up to EUR 100. Any higher amount will always be discussed with the customer.**

ITEMS WE ACCEPT FOR CLEANING AND REPAIR:

- SIR JOSEPH products only (excluding items with sheep wool and down gloves)
- **We do not accept products of other brands**
- Only products that are normally soiled and worn
- Only orders with a fully completed Order Form (see the reverse side of this document)
- **We reserve the right to refuse to clean and repair a product that:**
 - a) shows significant wear from normal use or due to age
 - b) is excessively soiled or soiled with organic substances (e.g. oils, fats, glues, paints, human or animal waste, etc.) 3) is damaged or altered by a previous repair (e.g. patches)
 - c) shows material defects caused by incorrect maintenance by the customer
- If the customer nevertheless sends us such a product, they must be aware that we will return the received shipments at the customer's expense by cash on delivery (see the price list)

CLEANING AND REPAIR DEADLINES:

- We usually carry out cleaning within 14 days
- Repairs including cleaning are processed within 3 to 4 weeks (i.e. 1 to 2 weeks for cleaning plus 2 weeks for the repair)
- If, due to capacity reasons on the provider's side, the deadline cannot be met, we will notify the customer of this fact

WHEN ARE CLEANING AND POST-WARRANTY REPAIRS SUSPENDED?

- Current information is available at www.sirjoseph.cz - NEWS
- During these periods we do not accept items for cleaning or post-warranty repair (please do not send them).
- If the customer nevertheless sends us such a product, they must be aware that we cannot store the received shipments and will return them at the customer's expense by cash on delivery (see the price list on the reverse side). Thank you for your understanding.

MORE DETAILED INFORMATION ON REPAIRS OF SIR JOSEPH PRODUCTS:

- We carry out repairs based on the damages described by the customer in the „Order Form“.
- In the order form it is necessary to state an exact description, the number and location of all damaged spots you want repaired. They must also be marked on the product itself.
- We primarily repair using a „thermo-patch“ of the same material and colour as the product (see the price list on the reverse side). If you prefer a different form of repair (for example resewing the damaged part), this must be stated in the order form.
- If you would like to discuss the possibility and method of repair and its estimated price, we recommend sending photos of the damaged product by email (an overall view showing which part is damaged, plus a detail of the damage). Consultation is possible by email at info@sirjoseph.cz
- All post-warranty repairs are carried out automatically together with cleaning of the products. We do not perform repairs without CLEANING. The price of cleaning is added to the price of the repair.

1) Self-adhesive repair tape – you can do the repair yourself

- Dimensions: 8 x 50 cm. Available in 4 colours (black, red, blue, semi-transparent white) – photos can be found on our website in the section Products – Accessories.
- Price: approx. Eur 8,90. Available at Sir Joseph in Prepere, on our website www.sirjoseph.eu in the section „Products – Other – Accessories“, or from our retail partners.
- Service life is limited; replacement is recommended after 2-3 washes, depending on the condition of the base material.

2) Repair with a thermo-patch

- The repair is carried out using a special thermo-patch technology, with the same material and the same colour as the product is made of
- If the surface was not damaged in any way before application, this repair is very stable (it withstands repeated washing, etc.) – it can be washed normally

3) Other repairs, sewing, zip repairs or replacements

- You can consult by phone or email and send photos of the damaged spot to agree on the possibility of repair and a price estimate. **WARRANTY NOTICE:**
- The customer acknowledges that Sir Joseph cannot be held liable for damage to the product arising from its previous use, age, or maintenance (e.g. cleaning) carried out by the customer themselves or by another company, where such facts only become apparent during or after the cleaning process at Sir Joseph.
- We provide a warranty period of 5 calendar days from receipt on a cleaned product. Any obvious defects, however, must be claimed without delay upon receipt of the product. Rights arising from liability for identified defects expire if not exercised within this warranty period.
- No warranty arises for the customer for repairs performed on products. This does not, however, preclude a contractual warranty for the repair being agreed by individual arrangement.

PROCEDURE FOR SUBMITTING A PRODUCT FOR REPAIR / CLEANING:

1. Print, fill in, and sign the Order Cover Sheet – REPAIR / CLEANING (see the second page of this document).

- The cover sheet must include:
 - a) Complete contact details including telephone number for delivery purposes
 - b) In case of repair: an exact description and location of all damaged areas you wish to have repaired
 - c) If there has already been prior email correspondence regarding the repair, please also enclose a printed copy of it.
 - d) If the Cover Sheet is not enclosed, or is not fully completed and signed, we charge a fee of CZK 50 for preparing or completing it.

2. Send the parcel to the company address: SIR JOSEPH s.r.o., Prepere 225, zip 51261, Prepere / Or bring it in person

- Mark the parcel with the label „CLEANING“ (if it is only for cleaning) or „CLEANING AND REPAIR“.
- Please use a box for packaging. A plastic bag wrapped in adhesive tape is unsuitable – there is a risk of cutting through the contents during unpacking.

3. The order is then accepted (or rejected) for cleaning / repair (where applicable, with agreement on the method and price of repairs)

4. Cleaning/Repair, calculation of the final cost, and notification to the customer regarding the return of the product:

- a) Personal collection at the company's premises
- b) Return of the order by courier service .

The REPAIR and CLEANING service of SIR JOSEPH s.r.o. is also governed by the documents available on the website www.sirjoseph.cz

- see Terms and Conditions, Complaints Procedure, Information on the Processing of Personal Data