

Our Warranty Policy

In the UK, **Columbia** branded products including footwear are warranted for **2 years from the date of your purchase**.

This Warranty covers defects in garments, equipment and footwear manufactured by Columbia Sportswear Company that are due to faulty materials or workmanship. If a product fails due to a manufacturing defect, we will either repair the product without charge, replace the product or offer a credit note at our discretion.

Please note that this warranty does not cover (a) damages where there is evidence that these are caused by misuse, abuse, modifications other than by Columbia Sportswear Company, neglect or failure to follow product care instructions (b) problems that may be reasonably expected with normal wear, or (c) accidental damage; you may find that this type of damage is covered by your household contents insurance policy.

How to Get Warranty Service

1. For product bought less than 2 years ago on our official Columbia online store

At Columbia Sportswear, we expect our products to be free of manufacturer defects. However, should you have a warranty issue please contact us / Support@helpcenter-columbia-eu.zendesk.com and provide the following information:

- Your name
- Your order-number
- Some pictures showing the default
- A short description of the issue

We will confirm with you the scope of the guarantee.

2. For product bought less than 2 years ago in a physical store

Our Warranty policy states that items must be returned through the original point of sale where possible taking into account the contract of sale that you have entered into and applicable law. Please visit their website and/or contact them for more information on their after-care services. Should that not be possible, please contact us / Support@helpcenter-columbia-eu.zendesk.com.

3. For product bought less than 2 years ago on a partner Online Store

Our Warranty policy states that items must be returned through the original point of sale where possible taking into account the contract of sale that you have entered into and applicable law. Please visit their website and/or contact them for more information on their after-care services. Should that not be possible, please contact us / Support@helpcenter-columbia-eu.zendesk.com.