

Our Warranty Policy

In Europe, **Columbia** branded products including footwear are delivered with a commercial warranty of **2 years** from the date of purchase. The guarantor is Columbia Sportswear Ireland Limited, with registered address at 6th Floor, 2 Grand Canal Square, Dublin 2, D02 A342 Ireland registered under 741884 with VAT number IE4170279PH. This commercial warranty does not limit or affect, and is in addition to, any statutory warranty rights you have pursuant to applicable law or as described in the applicable Terms and Conditions (Clause 6) and you are entitled by law to remedies from us free of charge in the event of a lack of conformity of our products with the applicable Terms and Conditions.

Our commercial warranty covers defects in materials and workmanship in our garments, equipment and footwear manufactured by Columbia Sportswear Company.

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; the commercial warranty is in addition to, and not instead of, your statutory rights and remedies.

Please note that Columbia does not warrant and is not responsible for damages caused by misuse, abuse, accidents, modifications, natural breakdown of materials over time, or problems that may be reasonably expected with normal wear or failure to follow product care instructions.

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 fault
- A short description of the issue

We will confirm with you whether the commercial guarantee applies to you, or what your rights are.

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

Our guarantee is conditional on the defective items being returned by you to the original point of sale where they were purchased. Where you bought products in the last two years from a third party physical shop you should visit their website and/or contact them for more information on how to return defective products to them.

Should that not be possible, please contact us via this [link](#) / support@helpcenter-columbia-eu.zendesk.com.

Ireland: wording guarantee 26 August 2024

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

Our guarantee is conditional on the defective items being returned by you to the original point of sale where they were purchased. Where you bought products in the last two years from a third party online shop you should visit their website and/or contact them for more information on how to return defective products to them.

Should that not be possible, please contact us / support@helpcenter-columbia-eu.zendesk.com.