



CHROME WARRANTY FORM

For warranty claims, complete the following form with as much information as possible, as we cannot process incomplete forms. After you submit your claim, you will email you a reference number that will allow you to check the status of your claim at any time. Allow 5 business days for a warranty specialist to begin processing your claim. Note, if you are a retailer, please call your dealer service representative for help.

Lifetime Warranty: All Chrome Products carry a lifetime guarantee to be free of defects in materials and workmanship. This does not cover reasonable wear and tear or abuse. We will repair or replace, free of charge, any item that is found to be defective in materials or workmanship.
Covered: Defective sewing/stitching, defective zippers, attachment hardware, and/or clips.
Not covered: Reasonable wear and tear such as rips, tears, peals, and fading.

Product name:	<u>citizen/metropolis</u>	First name:	<u>Patrick</u>
Color:	<u>Grey-Black</u>	Last name:	<u>Miyamoto</u>
Size (shoes & apparel):	_____	Address line 1:	<u>14 Minami-cho #103</u>
Purchased from:	<u>website</u>	Address line 2:	_____
Purchase date or order number:	_____	City:	<u>Shinjuku, Tokyo</u>
Store/Site name:	_____	State/Province:	<u>Armed Forces Pacific</u>
Store city:	_____	Zip:	<u>1620836</u>
Store state:	_____	Country:	<u>JP</u>
		Phone:	<u>+81-80-6669-5842</u>
		Email:	<u>pvarda@gmail.com</u>
		Gender:	<u>M</u>

Detailed description of product defect: Hello Chrome! I seem to have an issue with the Citizen bag I purchased; it looks like the buckle [tongue-side] was installed in the reverse direction. [First pic is of Citizen, second Pic is of Metropolis bag that I also own] As you can see, the tongue is facing the buckle in the Metropolis, but not the Citizen. It's not completely unusable, but it is mildly uncomfortable, especially compared to my old Metropolis bag. I was wondering what the options were for repairing this. Also to complicate things, I'm based in Japan now so I'm not sure if the process is different for shipping internationally. You can also notice that on the Metropolis bag, there's pretty significant wear on the belt, as well as minor rust around the buckle. Is it possible to get that repaired as well [i dont mind paying extra for this]?

Primary use: _____

Repair Instructions:
Citizen-male seat belt buckle is on backwards Metropolis -Shoulder strap is fraying