

# Longaberger®

## BASKET RESTORATION FORM

Mail OFFICE copies to:

**The Longaberger Company**  
**Attn: Repair Department Bldg B**  
 5563 Raiders Road  
 Frazeyburg, Ohio 43822

repairs@longaberger.com

Fax: (740) 322-7807  
 Phone: (740) 322-7800

Repair Number

Date (MMDDYY)

**CUSTOMER COPY**

First Name

Last Name

Mailing Address (Please spell out all words, Deliveries cannot be made to a P.O. Box address.)

Mailing Address, Line 2

Email Address

City

State

Zip + 4

Home Phone

Work Phone

Consultant Number

| YEAR | ITEM NUMBER | BASKET DESCRIPTION | REPAIRS DESIRED |
|------|-------------|--------------------|-----------------|
|      |             |                    |                 |
|      |             |                    |                 |

### BASKET RESTORATION FORM INSTRUCTIONS

The Longaberger Company is pleased to offer basket repair as a service to our customers. We know you value your Longaberger purchases—and we're dedicated to helping you keep them in top-notch condition. Any basket damaged outside the 90 day warranty period will be assessed repair charges.

To send a basket for repair:

1. Complete your personal information on the top portion of the Basket Restoration Form.
2. In the space provided beneath your personal information, indicate the year the basket was crafted (handwritten on each basket bottom).
3. If your basket is an item that is currently available, complete the item number by consulting the *WishList*® or asking your Consultant for assistance. If your basket is a discontinued item, please print "NA" as the item number. Under basket description, note the name of the basket if known.
4. Using the basket glossary terms, indicate the part of the basket that needs attention, and the repairs desired.
5. Keep the top Customer Copy for your records.
6. Ship the basket and the bottom two office copies of the Basket Restoration Form to the address provided on the top of the form.

When your basket is received at The Longaberger Company:

- For each basket repair, you will be contacted with an estimate.
- If you approve the repair estimate, you will be asked to remit payment immediately.
- When payment is received by Longaberger, your basket will be repaired and shipped back to you (please allow 6-8 weeks).

- If, after receiving your estimate, you decide not to proceed with repairs, your basket will be shipped back, unrepaired, at your expense.
- A 7.5% tax will be charged on all repair orders.
- Total shipping charge is \$7.50 for up to two baskets as submitted on this form.

Please note:

- Only baskets manufactured by The Longaberger Company can be repaired. Other Longaberger products and baskets made by other manufacturers will not be repaired.

#### BASKET GLOSSARY



- Baskets are repaired only for functionality. We cannot replace brass tags or rebuild the baskets.
- We cannot repair baskets that are so extensively damaged that it would require recreation of the basket. Typically, this is determined when more than half of all affected splints, weaves, bands, and trim strips would need to be replaced in their entirety.
- Bands, handles, and trim strips can be repaired if the basket is not more than 50% damaged.
- Repairs cannot be estimated until the basket arrives at Longaberger. "Approximate" estimates on baskets we have not examined are not possible.

- Longaberger specifically disclaims any liability concerning the repair and the repair's effect on the basket and its value. There is no warranty provided through this repair, including any warranty of fitness for purpose and merchantability.

- Limit of 2 repairs per Basket Restoration Form

Restoration Form



80103

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|      |             |                    |                 |
|      |             |                    |                 |

**COMPANY USE ONLY**

Repair Number

Name

Date (MMDDYY)

Basket Number

Initials / Year

| ITEM DESCRIPTION | QTY | COST | ITEM DESCRIPTION   | QTY | COST |
|------------------|-----|------|--------------------|-----|------|
| Handle(s)        |     |      | Board(s)           |     |      |
| Band(s)          |     |      | Wheel & Rivet      |     |      |
| Trim(s)          |     |      | Bracket            |     |      |
| Lid              |     |      | Loop               |     |      |
| Weave(s)         |     |      |                    |     |      |
| Tag              |     |      |                    |     |      |
| Splint(s)        |     |      | Miscellaneous      |     |      |
| Shoestring       |     |      |                    |     |      |
| Reinforcement    |     |      |                    |     |      |
| Filler           |     |      | Optional Repairs   |     |      |
| Leather/Knob     |     |      |                    |     |      |
| Hardware         |     |      |                    |     |      |
| Leg(s)/Rocker(s) |     |      | Total Repair Costs |     |      |

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Repair Number

Name

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Basket Number

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