

Orvis Wader Repair/Replacement Policy

Wader Warranty Policy at the Dealership

Your options as an Orvis dealer for accepting problem waders under the new policy are below. **Before issuing any replacement waders, be sure to contact Dealer Services at 1 800 431 4344 to obtain an authorization number.** For any wader or wader swatch returns to Orvis, be sure to have the authorization number written down on both the inside and outside of the packaging.

1. Waders Were Purchased Within 60 Days. If the customer can show, to your satisfaction, that the waders were purchased from any authorized Orvis channel in the last 60 days, you can give the customer a replacement pair from your inventory (or through a special order), no questions asked. First, contact Orvis Dealer Services at (800) 451-4344 to obtain an authorization number. **Be sure to state that you are calling for a warranty replacement.** A replacement wader will be sent to you to replenish your inventory, and Orvis Dealer Department will credit you \$25.00 to cover any overhead and time spent in handling the transaction. Return the old waders to the Roanoke, Virginia facility. Be sure to include the authorization number:

Orvis Wader Replacement, 1711 Blue Hills Drive, Roanoke VA 24012

2. Manufacturing or Materials Defects. If a customer returns to you an Orvis wader purchased more than 60 days ago with what in your judgment is an obvious manufacturing or material defect (e.g. pocket falls off, complete seam failure, etc.), you have two options: you may either replace the wader from your inventory or by special order, or return the wader to Orvis for evaluation.

If you elect to replace the waders for the customer, you will be sent a new pair to replenish your inventory and will be issued a \$25.00 credit for your time and overhead. If you return the waders for evaluation, you will be credited for your shipping costs. **In either instance, Dealer Services must be contacted and an authorization number issued.** Waders with manufacturing or materials defects should go to:

Orvis Wader Repair, 1711 Blue Hills Drive, Roanoke VA 24012

3. A Simple Fix. If the waders were purchased more than 60 days ago, but the leak appears to be readily repairable, and you feel confident that a quick repair can be made at the shop, offer to make the repair for the customer.
4. If the Fix is Not Simple. If the waders were purchased more than 60 days ago, and the cause of the problem is not identifiable or a quick repair is not feasible then the waders need to be sent to Orvis for evaluation. If waders were purchased in or before 2007, advise the customer that repair is not advisable due to age of materials and the normal breakdown of materials over time. **Contact Dealer Services for an authorization number** and return the waders to the Roanoke, VA facility. You will be credited for your shipping costs.

Orvis Wader Repair, 1711 Blue Hills Drive, Roanoke VA 24012

Be sure to include the authorization number with the waders. Orvis will determine if the waders can be repaired or replaced and will contact the customer directly with options. All waders are subject to \$40 repair fee. Waders sent in for repair must be clean; waders that are soiled upon receipt will be returned to the customer.

5. New Wader Option. The customer may be eligible for a discount on his/her choice of new pair of Orvis waders. The discount will be based on the age and model of the leaking waders, and will be found by using the table below.

If you extend this offer and the customer accepts:

- a. **Contact Dealer Services for an authorization number.** Be sure to state that you are calling for a warranty replacement.
- b. From the table, determine the price for a new wader based on the pair being returned, and complete the sale of a new pair of Orvis waders from your inventory (or by special order) using this replacement price.
- c. Return a swatch with the Orvis logo (see image) from the old waders, and the authorization number, to the Roanoke, VA facility:

Orvis Wader Replacement 1711 Blue Hills Drive, Roanoke VA 24012

There is no need to return the entire wader to Orvis. **Be sure to include the authorization number.**

- d. You will be sent a replacement pair of waders for your inventory, and the dealer department will credit you \$25.00 for handling the transaction. On your next invoice, you will be billed by Orvis for the amount of the replacement sale amount, thus balancing out the transaction.

To aid you in determining a wader's age, please reference the electronic catalog showing the various Orvis wader models and the year in which they were sold.



Orvis wader swatches

Wader Value Chart 2015

Year of Purchase	Root/Description	Original Retail	Upgrade Model	Upgrade Fee
2008	82P9 Tailwaters Bootfoot	\$398	No Upgrade Available, Repair or Replace	
2008	60K7 Tailwaters Bootfoot	\$379	No Upgrade Available, Repair or Replace	
2008	89R7 Tailwaters	\$329	No Upgrade Available, Repair or Replace	
2008	861K Pro Guide 3	\$349	No Upgrade Available, Repair or Replace	
2008	840H Silver Label XT	\$329	No Upgrade Available, Repair or Replace	
2008	58T9 Silver Label XT	\$298	No Upgrade Available, Repair or Replace	
2008	60L7 Women's Silver Label 2 Bootfoot	\$229	No Upgrade Available, Repair or Replace	
2008	60L0 Silver Label 2	\$189	No Upgrade Available, Repair or Replace	
2008	60L6 Women's Silver Label 2	\$189	No Upgrade Available, Repair or Replace	
2008	69EC Silver Label 2 Waist High	\$179	No Upgrade Available, Repair or Replace	
2008	60L5 Silver Label 2 Hippers	\$149	No Upgrade Available, Repair or Replace	
2008	60L4 Silver Label 2 Hippers	\$98	No Upgrade Available, Repair or Replace	
2008	96GG Clearwater Endura	\$129	No Upgrade Available, Repair or Replace	
2008	97E6 Women's Clearwater Endura	\$129	No Upgrade Available, Repair or Replace	
2008	42EC Clearwater Endura	\$198	No Upgrade Available, Repair or Replace	
2009	82P9 Tailwaters Bootfoot	\$398	No Upgrade Available, Repair or Replace	
2009	60K8 Tailwaters Bootfoot	\$379	No Upgrade Available, Repair or Replace	
2009	89R7 Tailwaters	\$329	No Upgrade Available, Repair or Replace	
2009	861K Pro Guide 3	\$349	No Upgrade Available, Repair or Replace	
2009	840H Silver Label XT	\$329	No Upgrade Available, Repair or Replace	
2009	58T9 Silver Label XT	\$298	No Upgrade Available, Repair or Replace	
2009	60L7 Women's Silver Label 2 Bootfoot	\$229	No Upgrade Available, Repair or Replace	
2009	0G08 Silver Label 3	\$229	No Upgrade Available, Repair or Replace	
2009	0G2R Women's Silver Label 3	\$229	No Upgrade Available, Repair or Replace	
2009	69EC Silver Label 2 Waist High	\$179	No Upgrade Available, Repair or Replace	
2009	60L5 Silver Label 2 Hippers	\$149	No Upgrade Available, Repair or Replace	
2009	60L4 Silver Label 2 Hippers	\$98	No Upgrade Available, Repair or Replace	
2009	0G2L Endura	\$149	No Upgrade Available, Repair or Replace	
2009	0G2X Women's Endura	\$149	No Upgrade Available, Repair or Replace	
2009	42EC Clearwater Endura	\$198	No Upgrade Available, Repair or Replace	
2010	2A90 Pro Guide	\$349	2Y97 Silver Sonic Guide	\$ 250
2010	0G08 Silver Label 3	\$229	5H5E Silver Sonic	\$ 200
2010	0G2R Women's Silver Label 3	\$229	6X0P Women's Silver Sonic	\$ 200
2010	2K12 Silver Label 3 Bogs Bootfoot	\$298	No equivalent model, \$50 discount equal or greater value	
2010	60L4 Silver Label 2 Hippers	\$98	No equivalent model, \$50 discount equal or greater value	
2010	69EC Silver Label 2 Waist High	\$179	No equivalent model, \$50 discount equal or greater value	
2010	60L5 Silver Label 2 Hippers	\$149	No equivalent model, \$50 discount equal or greater value	

Year of Purchase	Root/Description	Original Retail	Upgrade Model	Upgrade Fee
2010	9X8R Sonic Seam Pack and Travel	\$229	5H5E Silver Sonic	\$ 200
2010	2G52 Sonic Seam Wader Pant	\$198	No equivalent model, \$50 discount equal or greater value	
2010	0G2L Endura	\$149	0H1R Men's Encounter Wader	\$ 125
2010	0G2X Women's Endura	\$149	1Z6N Women's Encounter Wader	\$ 125
2010	42EC Men's Endura Bootfoot	\$198	16FT Men's Encounter Bootfoot	\$ 175
2010	2X72 Women's Endura Bootfoot	\$198	No equivalent model, \$50 discount equal or greater value	
2010	2R7E Endura Bootfoot Hipper	\$149	No equivalent model, \$50 discount equal or greater value	
2010	2H18 Endura Hipper	\$99	No equivalent model, \$50 discount equal or greater value	
2011	2A90 Pro Guide	\$349	2Y97 Silver Sonic Guide	\$ 225
2011	0G08 Silver Label 3	\$229	5H5E Silver Sonic	\$ 175
2011	0G2R Women's Silver Label 3	\$229	6X0P Women's Silver Sonic	\$ 175
2011	3C50 Silver Label Classic	\$198	5H5E Silver Sonic	\$ 175
2011	2K12 Silver Label 3 Bogs Bootfoot	\$298	No equivalent model, \$75 discount equal or greater value	
2011	9X8R Sonic Seam Pack and Travel	\$229	5H5E Silver Sonic	\$ 175
2011	2G52 Sonic Seam Wader Pant	\$198	No equivalent model, \$50 discount equal or greater value	
2011	0G2L Endura	\$149	0H1R Men's Encounter Wader	\$ 100
2011	0G2X Women's Endura	\$149	1Z6N Women's Encounter Wader	\$ 100
2011	2P02 Kid's Endura	\$109	16FX Kid's Encounter Wader	\$ 100
2011	2R7E Endura Bootfoot Hipper	\$149	No equivalent model, \$50 discount equal or greater value	
2011	42EC Men's Endura Bootfoot	\$198	16FT Men's Encounter Bootfoot	\$ 150
2011	2X72 Women's Endura Bootfoot	\$198	No equivalent model, \$50 discount equal or greater value	
2011	2H18 Endura Hipper	\$99	No equivalent model, \$50 discount equal or greater value	
2012	2A90 Pro Guide	\$395	2Y97 Silver Sonic Guide	\$ 175
2012	0G08 Silver Label 3	\$295	5H5E Silver Sonic	\$ 135
2012	0G2R Women's Silver Label 3	\$295	6X0P Women's Silver Sonic	\$ 135
2012	3C50 Silver Label Classic	\$198	5H5E Silver Sonic	\$ 135
2012	9X8R Sonic Seam Pack and Travel	\$275	5H5E Silver Sonic	\$ 135
2012	2G52 Sonic Seam Wader Pant	\$198	5H5E Silver Sonic	\$ 135
2012	0G2L Endura	\$159	0H1R Men's Encounter Wader	\$ 75
2012	0G2X Women's Endura	\$159	1Z6N Women's Encounter Wader	\$ 75
2012	2P02 Kid's Endura	\$129	16FX Kid's Encounter Wader	\$ 75
2012	42EC Men's Endura Bootfoot	\$229	16FT Men's Encounter Bootfoot	\$ 125
2012	2X72 Women's Endura Bootfoot	\$229	No equivalent model, \$75 discount equal or greater value	
2012	2R7E Endura Bootfoot Hipper	\$159	No equivalent model, \$50 discount equal or greater value	
2012	2H18 Endura Hipper	\$129	No equivalent model, \$50 discount equal or greater value	
2013	2A90 Pro Guide	\$295	2Y97 Silver Sonic Guide	\$ 130
2013	5H5E Silver Sonic	\$259	5H5E Silver Sonic	\$ 100
2013	6X0P Women's Silver Sonic	\$259	6X0P Women's Silver Sonic	\$ 100

Year of Purchase	Root/Description	Original Retail	Upgrade Model	Upgrade Fee
2013	9X8R Sonic Seam Pack and Travel	\$229	5H5E Silver Sonic Convertible	\$ 100
2013	2G52 Sonic Seam Wader Pant	\$198	5H5E Silver Sonic Convertible	\$ 100
2013	2K12 Silver Label Bogs Bootfoot	\$349	No equivalent model	
2013	0G2L Endura	\$159	0H1R Men's Encounter Wader	\$ 60
2013	0G2X Women's Endura	\$159	1Z6N Women's Encounter Wader	\$ 60
2013	2P02 Kid's Endura	\$129	16FX Kid's Encounter Wader	\$ 60
2013	42EC Men's Endura Bootfoot	\$229	16FT Men's Encounter Bootfoot	\$ 100
2013	2X72 Women's Endura Bootfoot	\$229	No equivalent model, \$100 discount equal or greater value	
2013	6Y1X Men's Riverguard Endura Bootfoot	\$298	No equivalent model, \$125 discount equal or greater value	
2013	2R7E Endura Bootfoot Hipper	\$159	No equivalent model, \$75 discount equal or greater value	
2013	2H18 Endura Hipper	\$129	No equivalent model, \$75 discount equal or greater value	
2014	2Y97 Silver Sonic Guide	\$395	No Upgrade, Return for Repair	
2014	7C99 Silver Sonic Zipper	\$425	No Upgrade, Return for Repair	
2014	5H5E Silver Sonic	\$279	No Upgrade, Return for Repair	
2014	6X0P Women's Silver Sonic	\$279	No Upgrade, Return for Repair	
2014	2K12 Silver Label Bogs Bootfoot	\$349	No Upgrade, Return for Repair	
2014	0G2L Endura	\$159	No Upgrade, Return for Repair	
2014	0G2X Women's Endura	\$159	No Upgrade, Return for Repair	
2014	2P02 Kid's Endura	\$139	No Upgrade, Return for Repair	
2014	42EC Men's Endura Bootfoot	\$249	No Upgrade, Return for Repair	
2015	2Y97 Silver Sonic Guide	\$395	No Upgrade, Return for Repair	
2015	7C99 Silver Sonic Zipper	\$425	No Upgrade, Return for Repair	
2015	5H5E Silver Sonic	\$279	No Upgrade, Return for Repair	
2015	6X0P Women's Silver Sonic	\$279	No Upgrade, Return for Repair	
2015	0H1R Men's Encounter Wader	\$169	No Upgrade, Return for Repair	
2015	1Z6N Women's Encounter Wader	\$169	No Upgrade, Return for Repair	
2015	16FX Kid's Encoutner Wader	\$139	No Upgrade, Return for Repair	
2015	16FT Men's Encoutner Bootfoot	\$259	No Upgrade, Return for Repair	