

Thrifty Outfitters – Repair Information

Our Guarantee

Our work and materials have a lifetime guarantee against defects.

We cannot be held responsible for faulty original manufacture of a product other than our own.

Estimates

If you need a service that is not listed here or if you are unsure of the exact cost, we will be more than happy to give you a written estimate. It is best if you bring your gear directly to us, but we can also provide estimates by mail. We need to know exactly what you have in mind. A sketch or detailed description is helpful.

We Don't

We **do not** work on canvas tents, parachutes, rafts, trampolines, wet suits or neoprene gear, or wind surfing sails.

All gear must be clean before we can work on it. Our sewing machines do not like grit and grime. State health laws require us to protect our repair technicians.

Hardware Repairs

We stock a wide variety of findings (snaps, buckles, and zippers) used to make your outdoor gear that functional piece of equipment you demand. We have a big assortment of Fastex hardware. We have several different sizes of snaps, in brass, silver, black and colors, and a wide assortment of 'D' rings and rectangular rings, grommets, snap hooks, boot hooks (used on toes of gaiters) and rivets.

If we cannot match the snaps already on your jacket, we will replace all the snaps so they are the same, but this will be subject to the charges given below.

Sewing Repairs

Our most common repairs are patching rips and holes. In the case of waterproof or Gore Tex fabrics, we seam seal the stitch holes after patching. We are an authorized Gore Tex repair facility.

We have three methods of patching to restore your shells or insulated clothing. A small tear (cut) or right angled tear can be repaired using a tight zig-zag stitch, to stabilize the outer fabric and reinforce/waterproof with seam tape. A spot patch adequately covers the hole with neat stitching. A baffle patch covers the entire width between quilt lines. This kind of patch may be less noticeable, but it is more expensive.

When patching shelled insulated gear, we sew only to the damaged layer, so the garment maintains its maximum loft. We try to match the color and type of your fabric as closely as possible.

We can also help you select contrasting fabric that may provide a more pleasing result.

Zipper Repair & Replacement

Almost half the time we can repair your zipper rather than replace it. If your zipper is not missing any teeth and the starting tabs are in good shape, replacing the zipper slider or zipper stops can usually fix it. If the zipper tape is torn or fraying or if on coil zippers the threads holding the coil to the tape are split or broken, the zipper must be replaced.

Many jackets and sleeping bags are constructed with the zipper sandwiched between the outside and lining layers of fabric. We must open this seam (and sometimes remove snaps, etc.) to replace your zipper. If we can cut the teeth / coil off your damaged zipper and join the remaining tape to the new zipper tape, it will cost you less (and be easier on us).

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Repair Fees

(Updated 12/15/2009)

| Dry Suit Gaskets (Prices include Gaskets) | |
|---|---------|
| Wrist Gasket | \$35.00 |
| Ankle Gasket | \$40.00 |
| Neck Gasket | \$55.00 |
| Latex Sock | \$45.00 |

| Packs & Soft Luggage | |
|---------------------------------|--------------|
| Replace Slider | \$15.00 |
| Replace Zipper | \$40.00 |
| Replace Pocket Zipper | \$28.00 |
| Replace Buckle | \$12.50 |
| Patch | \$28.00 each |

| Gaiters | |
|----------------|---------|
| Replace Slider | \$15.00 |
| Replace Zipper | \$28.00 |

| Pants | |
|--------------------------|--------------|
| Replace Slider | \$18.00 |
| Replace Full Side Zipper | \$66.00 |
| Replace Fly Zipper | \$28.00 |
| Patch | \$28.00 |
| Gore-Tex Patch | \$38.00 |
| Alterations: | |
| Shorten Zips | \$66.00 |
| Move Zips Up | \$95.00 |
| Knee Patches | \$40.00 |
| Seat Patches | \$77.00 |
| Install Edge Protectors | \$40.00 each |

| Jackets | |
|--------------------------|---------|
| Replace Stops or Sliders | \$12.50 |
| Replace Main Zipper | \$66.00 |
| Replace Pocket Zip | \$44.00 |
| Add Pit Zip | \$85.00 |
| Patch | \$28.00 |
| Gore-Tex Patch | \$38.00 |

| Miscellaneous | |
|---------------------------|--------------|
| Replace/Add Snaps | \$7.00 each |
| Replace/Add Grommet | \$7.00 each |
| Shorten Chaco Straps | \$15.00 each |
| Replace Velcro on Sandals | \$28.00 pair |
| Minimum Sewing charge | \$10.00 |

| Sleeping Bags | |
|--------------------------|--------------------------|
| Replace Stops or Sliders | \$15.00 |
| New Zipper | \$60.00 to \$70.00 |

| Tents | |
|-----------------|--------------|
| Replace sliders | \$15.00 each |
| Replace Zipper | \$60.00 |
| Patch | \$28.00 |
| Replace Screen | \$75.00 |