

Pre-purchase questions in the shop

– and how to answer them



What if my Yeti gets wet?

No problem. Just hang it to dry or put it in the dryer with 2-3 tennis balls on low temperature.



If wet will my Yeti smell bad?

No. Yeti washes and treats the down, so that it does not smell, even when wet.



Can I wash a down garment?

Yes, of course. But follow the instructions on the care label. Please use a soap product for down and dry it in the dryer with 2-3 tennis balls on low temperature.



What do I do in extreme cold?

In extreme cold the Yeti jacket or vest can be combined with each other or with a shell jacket, which will increase insulation.



What do I do if the zipper gets stuck?

It will not get stuck if you pull the zipper up at a 90° angle from your body. If it happens anyway just pull the fabric gently from the slider.



Isn't it a little expensive?

How much does a car cost? There's a difference between buying a Fiat and an Audi but often the difference in price reflects a difference in design, technology and the quality of the materials that have been used. As is the case with Yeti.



Is it waterproof?

A 100% waterproof jacket is not breathable and therefore Yeti products are not completely waterproof. But all Yeti products are highly water-repelling which has been proven in several practical tests.



Is it windproof?

A Yeti jacket blocks wind very efficiently, but as the seams go through the fabric it is not 100% windproof. However it is very close.



Typical post-purchase questions in the shop

– and how to answer them

→ **The down is coming out of the jacket?**

As the fabric is sewn across the down they sometimes show in the seams, but you can just break them off or pull them out. This will mainly occur when the jacket/vest is new and after having been packed tightly, and is not a defect in the product.

→ **Feathers are sticking out of the fabric?**

The shaft of the feather is pointed and can work its way through the fabric. Gently pull the feather back by holding the inner fabric and pulling the front fabric outwards. Gently rub the hole in the fabric until it disappears.

→ **My zipper is broken?**

In most cases this is covered by the guarantee.

→ **My jacket is ripped?**

Most rips and perforations can be mended but requires special expertise. We send your jacket to our highly specialised seamstresses in Görlitz, Germany. Here we replace the broken chambers and fill it with new down. A mend made this way is almost invisible.

→ **Other complaints**

Please refer to the "Yeti Academy folder" or do not hesitate to call us.



Yeti makes the world's lightest down collection
– and we want to tell you a few things about it

