



ibex
THE ART OF WOOL

Contact:

800-773-9647
9:00am-6:00pm EST
Monday - Friday
returns@ibex.com

**Ibex Outdoor Clothing
Returns
132 Ballardvale Drive
White River Junction, VT
05001**

Ibex Warranty Form

Thank you for returning your Ibex product to us. In an effort to better service your warranty request, please fill out the form below and include it inside the package with your return address. We take time to seriously evaluate all warranty issues, and we appreciate your patience as we assess your garment. During certain times of the year we experience relatively high volumes so please bear with us as it may take a minimum of 2 weeks to process. Thanks, ahead of time for understanding. In the event that your garment doesn't fall under our manufacturing warranty, we will contact you with further options. Have other questions? Please feel free to call us at 802-359-4239 or email returns@ibex.com.

Please provide us with information about your order:

Today's Date: _____ Purchase Date: _____ Order #: _____

Purchase made at:	Ibex.com	Ibex Retail Store	Other: _____
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Your Name: _____

Phone: _____ - _____ - _____ Email: _____

Shipping Address: _____

Did you receive this order as a gift? **Y / N** . If "Yes" please note your preference: Refund the Gift Giver: _____ Exchange: _____

Name of Gift Giver: _____

Item Name & SKU: _____

Issue: _____

If repair is not possible would you like (please circle): REPLACEMENT CREDIT

If product does not fall under warranty would you like the product back? YES | NO

Ship Date: _____ Tracking number: _____

Questions? Contact us at returns@ibex.com or 800-773-9647

*Customers are responsible for shipping items to ibex. Please ensure that you ship the product with a reputable carrier that can provide tracking information and proof of delivery. Customers are responsible for their product until we sign for delivery. All shipping must be prepaid and insured. ibex can't be held responsible for packages lost in transit.