

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

800-773-9647 | Outside the US and Canada call 802-359-4239 or email us at returns@ibex.com | ibex.com

## Return Form

### The IBEX Satisfaction Guarantee

If for any reason you are not satisfied with your IBEX purchase, please return the item(s) to us for a full refund or exchange  
No questions asked.

**1. Please provide us with information about your order (found in the upper right hand corner of your order acknowledgement):**

Invoice #: \_\_\_\_\_ -IN Customer #: \_\_\_\_\_ - \_\_\_\_\_ Date of Return: \_\_\_\_/\_\_\_\_/\_\_\_\_

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

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: \_\_\_\_\_

**2. Please list the items you are returning and your reason for returning them using the reason codes below. By providing us with the reason for you continue to provide you with the finest and highest quality wool garments.**

IBEX Item #	Qty.	Color	Size	Description	Reason Code

*If you paid by credit card, we will credit your card. All check or money order sales will be refunded by mail.*

#### Return / Exchange Reason Codes

**Size**

- 101: Too Small - Overall Size
- 102: Too Large - Overall Size
- 103: Too Long
- 104: Too Short

**Satisfaction**

- 201: Did Not Like Fabric
- 202: Did Not Like Design
- 203: Changed Mind
- 204: Did Not Like Color
- 205: Did Not Like Fit Overall

**Service**

- 301: Incorrect Item Shipped

**Catalog/Web Presentation**

- 401: Not As Described
- 402: Not As Pictured
- 403: Color Not As Pictured On The Web
- 404: Color Not As Pictured In The Catalog

**Quality**

- 501: Excessive Shri
- 503: Did Not Last/l
- 505: Sewing Defec

**Other**

- 601: Please Descri

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**OR EXCHANGES**

Return/Exchange

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