

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 #: _____ Customer #: _____ Date of Return: _____

Your Name _____ Phone: ____ - ____ - ____ Email: _____

Where did you purchase the items(s):

Retail Store/Name _____ Ibex Catalog - Phone _____ Ibex Website _____

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, using the reason codes below. By providing us with the reason for your return, we can continue to provide you with the finest and highest quality wool garments.

IBEX Item #	Qty.	Color	Size	Description	Reason Code	Return/Exchange

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 Code

- 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 Shrinkage
 503: Did Not Last/Hold Up
 505: Sewing Defects
- Other**
 601: Please Describe Below

IBEX Outdoor Clothing
2800 Westerdale Cut-Off Road
Woodstock, VT 05091



(Peel off return label)

USE REVERSE SIDE FOR EXCHANGES

3. Please list the replacement / exchange items:

IBEX Item #	Qty.	Color	Size	Description	Price

4. Ship To Address:

Street _____ City _____ State _____ Zip _____
 Shipment of exchange items will be charged a handling and shipping fee of \$6.00 UNLESS the exchange is a result of an error on our part.

5. PLEASE CIRCLE A PAYMENT METHOD FOR BALANCES DUE ON EXCHANGES

AMEX VISA MASTERCARD CHECK / MONEY ORDER

Credit Card # _____

Name on Card _____

Expiration Date _____

CCV# _____

Comments _____
