



**ibex**  
THE ART OF WOOL

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

## Ibex Return Form

**1. Please provide us with information about your order:**

Order #: \_\_\_\_\_ 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: \_\_\_\_\_

**2. Please list the items you are returning and your reason for returning them using the reason codes below.**

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

### Return / Exchange Reason Codes

**Size**

- 101: Too Small- Overall Size
- 102: Too Large- Overall Size

**Satisfaction:**

- 201: Did Not Like Fabric
- 203: Changed Mind
- 204: Did Not Like Color
- 205: Ordered Wrong Size

**Service**

- 301: Incorrect Item Shipped
- 302: Arrived Too Late

**Quality**

- 501: Quality Unsatisfactory
- 502: Excessive Shrinkage

**Other**

601: Please describe below

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\*If the original purchase was paid for by credit card, the credit card will be credited for the returned item(s) upon receipt by ibex. Please note during our busy season it can take up to 3 weeks to process your return/exchange. It typically takes 3-5 business days for a credit to appear on your credit card, so please be patient.

**3. Please list exchange items below.**

Item #	Qty.	Color	Size	Description

**4. Please include credit card information for balances due on exchanges**

Credit Card # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Name On Card: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

\*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.

**Questions? Contact us at [returns@ibex.com](mailto:returns@ibex.com) or 800-773-9647**