VORTEX CANADA VIP WARRANTY

Product Repair Form

Our goal is to provide you with outstanding warranty service. Please take a moment to fill in this form before sending your optics in for service - one form per item. This will help us to serve you quickly and efficiently.

SHIPPING INSTRUCTIONS

- Please remove all accessories, including rings and straps, except for lens covers from your optics. If your optic has a case, you may include it for extra padding during shipping.
- Please include a copy of this form with any product you are returning for service, we need to know where to send it back to.
- Please package your optics securely inside a shipping carton. Note, the product box alone is not a sufficiently sturdy shipping carton.

SEND TO:

Vortex Canada Service
45 Airpark Place, Unit 5
Guelph, ON N1L 1B2 CANADA

If you have any questions, please contact Vortex Canada Service at **866-343-0054** or **service@vortexcanada.net**

THE FINE PRINT

- No authorization number is needed for you to send your item in for warranty service.
- Turnaround times will vary, but we do our best to return your optics quickly!
- Vortex Canada does not offer or arrange upgrades.
- The VIP warranty does not cover loss, theft, deliberate damage, or cosmetic damage that does not hinder the performance of the product.
- Product repair or replacement decisions are made solely at the discretion of Vortex Canada under direction of Vortex Optics USA. If an item cannot be repaired and is no longer available, a product of similar value and/or specifications will be substituted.
- We ask that you pay for shipping one way to us and we will return repaired product(s) to you at no charge as part of the service. COD shipments will be refused. Please do NOT select 'card for pickup' to avoid delays in receiving your repair.
- Vortex Canada accepts repairs ONLY from addresses in Canada. For USA and International returns, please visit vortexoptics.com

Customer Name: _____ **Date:** _____

Business Name: _____
(*Required for delivery to a business address; not required for delivery to a home address*)

Shipping Address: _____

_____

_____
City Province Postal Code

Daytime Phone: _____ **E-mail:** _____

Product Name / Model: _____ **Serial #:** _____
(*On bottom of select items, not applicable for many items*)

Firearm Used: _____ **Ring Mount Used:** _____
(*If applicable, include calibre*) (*If applicable, include brand/height*)

So we can provide the best service to you, please describe with specific details the issue(s) needing attention: