



# VORTEX® CANADA

## PRODUCT REPAIR FORM

Our goal is to provide you with outstanding service. We're sorry your product is not functioning as intended. Please take a moment to fill in the form below before you send your product for repair — this will help us serve you quickly and efficiently. If you have any questions, please contact us at **1-866-343-0054**. Please include this form with any product you return to Vortex Canada for service. **Pack items securely inside a shipping carton and send to:**

Products are inspected in Canada and then shipped directly to Vortex USA where all repairs and warranty work is done. Product repair or replacement decisions are made solely at the discretion of Vortex USA. Turnaround times may vary but typically take 4 to 6 weeks. Vortex does not offer or arrange upgrades. If any item cannot be repaired and is no longer available, a product of equal or greater value will be substituted at the discretion of Vortex USA.

Vortex products covered by the VIP warranty are repaired without charge. If the required repair work is not covered under warranty, we will contact you before any charges are incurred.

**Vortex Canada**  
**45 Airpark Place, Unit #5**  
**Guelph, ON**  
**N1L 1B2**

**1-866-343-0054**  
**info@vortexcanada.net**

**Best Regards from the Vortex Canada Service Team.**

**Customer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(First and Last)

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

**Shipping Address:** \_\_\_\_\_  
Address Line 1

\_\_\_\_\_  
Address Line 2

\_\_\_\_\_  
City Province Postal Code

**Daytime Phone:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

**Product Name / Model:** \_\_\_\_\_ **Serial #:** \_\_\_\_\_  
(Located on bottom of product, if available.)

**Firearm Used:** \_\_\_\_\_ **Ring Mount Used:** \_\_\_\_\_  
(If applicable to using this Vortex product, include caliber.) (If applicable, include brand/height.)

**So we can provide the best service to you, please describe with specific details the issues needing attention:**

**vortexcanada.net**

Vortex Canada | 45 Airpark Place, Unit #5 | Guelph, ON | N1L 1B2 | CANADA | 1-866-343-0054