

# VORTEX OPTICS® Service Request Form



Our goal is to provide outstanding warranty service for your optics. Please take a moment to fill in this form - one per product - before sending it in for service. In order to serve you most efficiently, please use this online form and print it, or write as neatly as possible. Our VIP Warranty does not cover loss, theft, deliberate damage or cosmetic damage that does not hinder the performance of the product.

## SHIPPING INSTRUCTIONS:

**Binoculars and Spotting Scopes:** Please leave all lens covers on the optic and remove all other accessories including straps. Using the case for extra padding during shipment is acceptable.

**Riflescopes:** Please remove all accessories, including rings. Lens covers can be left on to protect lenses during shipment. Package your product securely inside a corrugated cardboard shipping carton.

**Please Note:** *The product box alone is not a sufficient shipping carton.*

**SEND TO:** Vortex Optics  
One Vortex Drive  
Barneveld, WI 53507 USA

If you have any questions, please contact Vortex Optics at (800) 426-0048, ext. 6, or [service@vortexoptics.com](mailto:service@vortexoptics.com).

## WARRANTY SERVICE SPECIFICS:

- We will return repaired product to you at no charge (ship method at our discretion) as part of the service.
- Turnaround times will vary, but we do our best to return your optics to you quickly!
- Product repair or replacement decisions are made solely at the discretion of Vortex Optics Technicians. If an item cannot be repaired and is no longer available, a product of similar value and/or specifications will be substituted.
- No return authorization number is needed for you to send your item in for warranty service.
- Vortex Optics does not offer or arrange upgrades.

**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:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
City State Zip/Postal Code

**RMA #:** \_\_\_\_\_  
(Optional)

**Would you like a signature required for return package?** Yes No

**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:

## INTERNATIONAL SHIPPING DISCLAIMER

We ship all international Orders, Promotional Materials and Warranty Repairs/Replacements DDU (delivered duty unpaid). All taxes, duties, and customs fees are the sole responsibility of the recipient of the package. We cannot determine in advance what these charges will be. Please contact your local laws, rules and regulations in regards to all custom/brokerage fees, duties, taxes and restrictions imposed on goods imported into the country of destination as Vortex Optics is not responsible for paying any of the above-referenced fees.

Thank you for your understanding and cooperation.