



# Customer Return Form

Order # \_\_\_\_\_ Return Authorization # \_\_\_\_\_

(Please call our Customer Service Team for your return authorization number at 1-800-539-3580)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address 2: \_\_\_\_\_

City, State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

Please provide at least one contact number.

Day # \_\_\_\_\_

Evening # \_\_\_\_\_

I would like my return to be:

\_\_\_\_\_ Repaired

\_\_\_\_\_ Credited to my Ice.com account

\_\_\_\_\_ Fully Refunded

\_\_\_\_\_ Replaced with the same item (or new size). If new size, please specify: \_\_\_\_\_

\_\_\_\_\_ Exchanged for a different item

To improve customer satisfaction, please tell us why you decided to return your order:

\_\_\_\_\_ Allergic Reaction

\_\_\_\_\_ Arrived Later Than Expected

\_\_\_\_\_ Changed My Mind

\_\_\_\_\_ Defective (please specify below)

\_\_\_\_\_ Did Not Meet Expectation (please specify below)

\_\_\_\_\_ Duplicate Order Received

\_\_\_\_\_ Other (please specify below)

**RETURN ADDRESS IN USA:**

Ice.com

**ATTN: Customer Returns**

1083 State Route 9

Champlain, NY 12919

**RETURN ADDRESS IN CANADA:**

Ice.com

**ATTN: Customer Returns**

4058 Jean Talon West, Suite 100

Montreal, Quebec

H4P 1V5

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PLEASE BE SURE TO REVIEW OUR RETURN POLICY BEFORE RETURNING YOUR ITEM(S)**

<http://www.ice.com/common/refunds.jsp>