

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:

Warranties
Country Sports Wholesale Ltd
Manor Farm
Chapel Street
Hinxworth
Hertfordshire
SG7 5HN
United Kingdom

+44 01462 743223

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 _____ County _____ Postal Code _____
Country _____
(Optional)

Service Request #: _____

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:

For Internal Use Only

Product Received:
Product Repaired:
Product Replaced:

CSW Ltd | Manor Farm | Chapel Street | Hinxworth | Hertfordshire | SG7 5HN |
UK 01462 743223 | Warranties@CSW-Online.co.uk