



# Customer Return Form

Please be sure to review our return policy before returning your item(s).

Order # \_\_\_\_\_ Return Authorization # \_\_\_\_\_  
(Please call our Customer Service Team for your return authorization number at 1-800-539-3580)

Name: \_\_\_\_\_ Please provide at least one contact number, if you need to be contacted regarding your return.  
Address: \_\_\_\_\_

Address 2: \_\_\_\_\_ Day # \_\_\_\_\_

City, State: \_\_\_\_\_ Evening # \_\_\_\_\_

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

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: \_\_\_\_\_  
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