

Return Request Form



PRODUCT RETURNS

Thank you for your recent purchase from the Oberon Company. All Oberon products should be used in the manner in which the product was designed and produced for. If the product is used in a manner contrary to this, damage to the product and injury to the user may occur. However, Oberon cannot be held accountable for the accidental damage resulting from misuse in the field or normal wear and tear on its products. Damage of this sort would not be considered a defect.

Always consult the safety standards as well as your safety office, supervisor or human resource department if you have any questions regarding the proper protection for your application or the proper use of the protective product.

If within the one year Warranty Period, the product fails due to a manufacturing defect, please contact Oberon Customer Service and provide the details of the problem. They may ask for the product to be returned to Oberon for evaluation or ask you for a photo to help better illustrate the problem. In some cases, it may be how the product was used or used in an incorrect application that led to the damage. Either way, Oberon is committed to working with you to identify and resolve the issue.

PRODUCT BEING RETURNED MUST BE UNUSED AND WITH ORIGINAL PACKAGING.

A Return Merchandise Authorization Number (RMA) will be forwarded to you (typically within 2 business days). Please include this RMA on your packaging. Any package returned without an RMA will not be accepted by our Receiving Department.

PLEASE NOTE

A 25% restocking fee applies to all returned products that are not found to have any manufactures defects.

Customized garments are not eligible to be returned. They include garments that have special lengths, logos, or add-ons, etc. Contact customer service for further details.

In accordance with its Warranty Statement, Oberon will, at its sole option, repair or replace any item that fail due to manufacturing defect of materials or workmanship. Such repairs or replacement will be made at no charge to the customer for parts or labor.

If you believe you were shipped incorrect product or have ordered the incorrect product, claim must be filed within 14 days of original shipment by Oberon to be valid.

CONTACT INFORMATION

Name _____

Title _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

Preferred Contact Method ☐ Phone ☐ Fax ☐ Email

PURCHASE INFORMATION

Purchased as ☐ Consumer ☐ Reseller/Distributor

Purchase Location _____

Purchase Date _____

Oberon Part No. _____ Quantity _____

Oberon Part No. _____ Quantity _____

Oberon Part No. _____ Quantity _____

Oberon Part No. _____ Quantity _____

Oberon Part No. _____ Quantity _____

Describe Application _____

REASON FOR RETURN

☐ Request for Warranty Repair/Replacement*

☐ Ordered incorrect product**

☐ Exchange for correct product

☐ Return for credit (restocking fees may apply)

☐ Received incorrect product (Oberon error)**

☐ Exchange for correct product

☐ Return for credit

☐ Repair - Please Explain (an Oberon representative will contact you with a quote to repair)

*As a courtesy to our factory employees, we ask that you please launder any garments prior to returning for any repairs. Customers are responsible for laundering. Oberon reserves the right to refuse and return the garment at the users expense.

☐ Other _____

Please return this form to the Oberon Returns Department by fax at 508-999-4443 or by email to [Returns@oberoncompany.com](mailto>Returns@oberoncompany.com).