

I-Ward U.S.A., Inc.
15531 Carmenita Rd
Santa Fe Springs, CA 90670
+1 (562) 926-7171



Return / Exchange Policy

If there are any problems with your order, you will have up to 30 days to return it to us. Merchandise eligible for a full refund must be returned unused and in the original packaging. Full credit will not be given for items returned after 30 days, or if the items returned are not in new saleable condition. Please include a copy of your online order receipt with your return. Send all returns back via UPS or other insured mail for your protection. Shipping fees will not be reimbursed. Your credit card will be credited within 14 business days of our receipt of the return. For exchanges, please email us at info@viceracutlery.com or contact Customer Service at 1-877-VICERA5 (1-877-842-3725) M-F 9-5 PST.

Please print out our Return Form then send it to the following address:

I-Ward U.S.A., Inc.
Attn: ViCera™ Return
15531 Carmenita Rd.
Santa Fe Springs, CA 90670

If you have any questions about our return policy, please email us at info@viceracutlery.com or contact Customer Service at 1-877-VICERA5 (1-877-842-3725) M-F 9-5 PST.

Return Form

Name:												
Address:												street
	city			state			zip					
Phone # :	home			cell			work					
	e-mail:											
Item Model # :												
Reason for Return:												
Credit Card Type:	American Express			Visa			MasterCard					
	Account # :											
Expiration Date:	month						year					