

We want you to be satisfied with your purchase so we allow returns, exchanges, or refunds on our products up to 10 days from the date of purchase with the following exceptions:

Installed goods, e.g., a riflescope mounted and/or assembled onto a weapon

Special order items including promotional and corporate merchandise

Hazardous items (as marked on our website)

Firearms – Once a firearm is purchased or has been shipped, it is non-returnable and non-refundable

Closeout Items – Closeout items are non-refunded

Original shipping costs are non-refundable

## **ORDER CANCELLATIONS AND CHANGES**

To change or cancel an order, contact Customer Support at [rehvarms@gmail.com](mailto:rehvarms@gmail.com) or 206-335-2190. Changes or cancellations cannot be made if an order has been shipped.

## **RETURNS AND EXCHANGES**

This policy applies to online purchases made from [www.rehvarms.com](http://www.rehvarms.com). Firearms are not returnable.

We want your experience with us to be easy and hassle-free. If for any reason you are not completely satisfied with a purchase you may return most items within 10 days of the purchase date for a refund or exchange. Items that have been altered or installed will not be accepted for return or refund. If you wish to return an item more than 10 days after purchase, please contact the manufacturer directly.

Please be aware that all returns are subject to our Return Conditions listed below. Items must be returned in NEW condition (i.e., not used, broken or worn), in the original manufacturer's packaging and with all original contents included, e.g., instruction manuals, accessories, and additional components.

## **RESTOCKING FEES**

Rehv Arms does not charge restocking fees for most items sent back within 10 days of purchase. Restocking fees do not apply for items that are returned new, unused and with all original packaging and accessories, provided all Return Conditions are met and the Return Instructions below are followed. Unfortunately, there are certain items that Rehv Arms is unable to exchange or refund. For more information, please review the Return Policy Exceptions below.

Rehv Arms charges a 20% restocking fee on returns of opened, used or damaged products and for those returns not following our Return Instructions. Please note that Rehv Arms reserves the right to refuse any returns received in non-sellable condition. Additionally, Rehv Arms reserves the right to charge an additional fee if an item is not returned in its original packaging.

## **FAILED BACKGROUND CHECKS**

Any failed background check will result in a 20% restocking fee plus applicable shipping fees.

## **RETURN CONDITIONS**

All items must be returned in NEW condition (i.e., not used, broken or worn), in the original manufacturer's packaging and with all original contents included, e.g., instruction manuals, accessories, and additional components.

## **PROMOTIONAL ITEMS**

Rehv Arms requires the return of all promotional items and/or gifts included with your purchase; this includes free gift cards with purchase. For example, if a scope arrives with a free gift card included, both items must be returned before we can process an exchange or refund. If a complete return is not

received, Rehv Arms reserves the right to charge shipping costs to send the package back to the customer.

Any gift card issued as a free gift with qualifying purchase is void upon the return of qualifying product. Gift card is deemed returned with product return. If gift card is used upon return, Rehv Arms reserves the right to refuse the return or refund the customer less the amount of the gift certificate issued.

## **RETURN POLICY EXCEPTIONS**

As stated above, Rehv Arms is not able to accept returns or exchanges for the following:

Installed goods, e.g., a riflescope mounted and/or assembled onto a weapon

Special order items including promotional and corporate merchandise

Hazardous items (as marked on our website)

Firearms – Once a firearm is purchased or has been shipped, it is non-returnable and non-refundable

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Original shipping costs are non-refundable

Currently, Rehv Arms charges a 20% restocking fees on the return of:

Electronic products

Items removed from plastic blister packaging

Items without original packaging

Note:

All products are covered by the manufacturer's warranty and must be returned to the manufacturer for repair.

## **TO RETURN AN ITEM**

Note: Customers are responsible for return shipping costs

If the item is returnable, we will provide an RMA number for you to attach to your return.

Pack the item(s) securely using the original packing material to prevent any damage while in transit. Rehv Arms is not responsible for any damage due to inadequate packaging and additional charges may apply if the item is damaged.

Please make sure you include all promotional materials, accessories, manuals, or other items included with the original shipment.

Once sealed and labeled, take your return to the nearest shipping carrier's facility and ship your return. Do not send the package C.O.D.

Be sure to request tracking proof of delivery.

## **PRODUCT EXCHANGES**

Rehv Arms will gladly fulfill an exchange within 10 days of purchase whenever you are not fully satisfied with a purchase. Please ensure the returned item is in NEW condition (i.e., not used, opened, broken or tested) and does not fall under our Return Policy Exceptions. Please follow the Return Instructions to request an RMA.

## **PRODUCT REFUNDS**

To obtain a refund, please adhere to our Return Conditions and Return and Exchange Instructions. Customers not following these steps are issued a refund in accordance with the condition of the returned merchandise and the value of any missing items. Refunds are unable to be issued until the merchandise has been received, evaluated and processed by our Returns Team.

## **SHIPPING REFUNDS**

Rehv Arms does not refund shipping charges including but not limited to domestic Ground or Express shipping.

Note: Upon approval, Rehv Arms refunds customers via the original payment method. In rare cases, circumstances may require that we issue a check to the customer via USPS mail when an additional refund is due.