

# READ THIS FIRST

Rehv Arms does not ship firearms to the following states:

Connecticut

Hawaii

Maryland

Massachusetts

New Jersey

New York

The District of Columbia.

## SHIPPING METHOD

Rehv Arms uses the following shipping carriers.

Within the continental U.S. – All products are shipped via UPS Ground or FedEx Ground.

Alaska – Ground services are not available, orders must be shipped Second Day or Next Day Air.

## SHIPPING ADDRESS

UPS and FedEx require a physical address to deliver to. No shipments may be made to a post office box.

## SHIPPING TIME

Rehv Arms ships most online orders the same day or within 24 hours after an order is received, Monday through Friday. Orders are not processed or delivered on weekends or holidays.

Using standard ground shipping, you will typically receive your order within 3 to 5 business days, depending on your distance from Washington.

Rehv Arms makes every effort to ship your order immediately however, due to varying lead times, orders may take up to 7 business days to ship. Larger orders may take longer to prepare and ship.

## **SHIPMENT**

As appropriate, items from multiple orders will be combined into the same package to help reduce the number of packages you receive. Items from multiple orders may be combined into the same package if the orders meet the following criteria:

Multiple orders are placed using the same customer account number.

The orders are being shipped to the same address.

Items ordered are located at the same fulfillment location.

Note that combining items into a single package will not change the amount of shipping you will pay. You'll be charged separate shipping charges for each of your orders. However, you will not be charged more than the total amounts quoted at checkout for all orders.

Example: Order # 1 Shipping \$11.95, Order # 2 Shipping \$13.95, total shipping charged \$25.90.

## **SHIPPING LOCATIONS**

Items ordered may ship from more than one of our fulfillment locations in separate shipments. Rehv Arms makes every effort to ship your order immediately however, due to varying lead times, orders may take up to 7 business days to ship. Larger orders may take longer to prepare and ship.

## **SHIPPING DAMAGE**

Rehv Arms apologizes for any delays caused by lost or damaged packages. We will work hard to resolve all shipping errors with our carriers and aim to settle all claims within 30 days from their initiation.

To investigate a potential shipping error, follow the appropriate procedure

for the shipping method below:

Upon receipt, please inspect the package for any damage; do not sign for the package without fully inspecting the contents. If there is visible damage to the box, the merchandise, or items are missing, kindly refuse the package.

If you accept delivery of a damaged package, do the following:

1. Notify Rehv Arms Customer Service immediately at [rehvarms@gmail.com](mailto:rehvarms@gmail.com) or at 206-335-2190 to initiate a claim if a package arrives damaged.
2. Please provide the product number of the affected item(s), the nature of the damage (e.g. shattered, cracked, dented, item missing), and specific information about the condition of the box (e.g. re-taped, poked, contains a hole, etc.).
3. Reseal the shipment and hold on to the original packaging materials for a possible inspection by the carrier. It is vital you hold onto the package for up to 30 days. Please do not send the damaged package back to Houston Outfitters as this will result in a denied claim and you will be responsible for all associated costs. If no inspection occurs, you can discard the shipment after the 30 days expire.

Each carrier processes claims differently with differing timeframes that it follows. We will communicate all details to you via phone or email.

Upon a positive claim resolution, Rehv Arms will initiate a replacement order; an email will be sent to you with the new tracking number upon product shipment. If an in-stock replacement item is requested prior to the claim's resolution, we will bill your credit card and issue a refund once the carrier approves the damage claim.

## **LOST PACKAGE**

Notify Rehv Arms Customer Service immediately at rehvarms@gmail.com or at 206-335-2190 if your order's tracking number shows the package as delivered but is not in your possession.

Each carrier processes claims differently with differing timeframes that it follows. We will communicate all details to you via phone or email.

Carriers also may conduct detailed investigations in cases of possible mail tampering and postal fraud. Full cooperation is vital in order to quickly and effectively resolve such issues.

Upon a positive claim resolution, Rehv Arms will initiate a replacement order; an email will be sent to you with the new tracking number upon product shipment. If an in-stock replacement item is requested prior to the claim's resolution, we will bill your credit card and issue a refund once the carrier approves the damage claim.