

# 911 RAPID RESPONSE RETURN POLICY

## SECTION 1 - RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. If you are returning your item because of a defect, please check our Warranty Policies.

Products that have been customized, pre-owned or used, labor fees, opened visibly used products, electronics, non-stocked items and gift cards cannot be returned. To complete your purchase, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

Any firearm order that is cancelled within 180 days of order date due to product delay will incur a \$20.00 cancellation fee.

## SECTION 2 - REFUNDS (IF APPLICABLE)

Any returns must be accompanied by an return number received from one of our staff. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. All returned items could incur up to a 30% restocking fee. You will be notified of a restocking fee and approval of your return.

## SECTION 3 - LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. Generally 4-5 business days.

If you've done all of this and you still have not received your refund yet, please contact us at [sales@911rapidresponse.com](mailto:sales@911rapidresponse.com) or call us at 717-473-3843.

## SECTION 4 - SALE ITEMS (IF APPLICABLE)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

## SECTION 5 - EXCHANGES (IF APPLICABLE)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@911rapidresponse.com and send your item to: 700 W. Main Street Annville Pennsylvania United States 17003 with attached RMA. Some warranty covered items must be dealt with the manufacturer direct. We will notify you if this occurs.

#### SECTION 6 - GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

#### SECTION 7 - FIREARMS

All guns purchased on the web store that are being picked up in store are subject to an \$10 background check fee. Any firearm order that is canceled will be subject to a restocking fee. The fee is on a case by case scenario, up to 20% of the item cost and no less than \$50.

Firearms, once the background is complete, are NOT returnable. NO exceptions.

#### SECTION 8 - SHIPPING

To return your product, you should mail your product to: 700 W. Main Street Annville Pennsylvania United States 17003 with an return form.