

RETURNS

If you are not satisfied with your purchase, please [contact us](#) for a Return Merchandise Authorization (RMA) request within 10 business days of the receipt of the product. If the item is returned unopened in the original box, we will exchange it, offer you store credit, or offer you a refund, less 25% restocking fee, based on your original method of payment. The product must be returned within 10 business days of the issuance of the RMA. All products must be packed in the original packaging, including any accessories, manuals, documentation and registration that shipped with the product. A 15% open box fee in addition to the 25% restocking fee (totaling 40%) will be assessed on any sealed product that is opened or removed from its original packaging.

Please note that we do not permit the return of the following products:

1. Special orders and products that are custom configured to your specifications.
2. Products sold "as is" or "used" or that have been installed or used after receipt.
3. Firearms, once transferred to buyer
4. Illumination devices, electronic sights, optics and night vision equipment.

NOTE: We recommend that you use a carrier that offers shipment tracking for all returns, and either insure your package for safe return or declare the full value of the shipment so that you are protected if the shipment is lost or damaged in transit. If you chose not to use a carrier that offers tracking and insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

The United States Postal Service (USPS) offers limited tracking capabilities and that there is a 30-calendar-day waiting period before USPS will initiate a trace. The customer is responsible for shipping charges both ways on returns, as well as for shipping charges on shipments that are refused.

WEBSITE DISCLAIMER

Other items available for sale not listed on this website include gear and accessories.

All items on this website are subject to change without notice. This includes item availability, one-of-a-kind items, and pricing.

GENERAL SALES

All items are sold and shipped in accordance with all existing federal, state and local laws and regulations. Please check your local and state regulations before ordering.

CUSTOMER SERVICE

If you encounter any problems with your order or the checkout process, or if you have any questions about the status of your order, simply contact our customer service staff through our [Contact us](#) page.

CONSUMER DATA PRIVACY

We respect your privacy and are committed to protecting it.

The Credit Card Billing Information, Shipping Information, and Contact Information in our checkout process are required in order to process your order and deliver the product to you. We store some information for accounting reasons. Your information will not be shown to third parties not involved in the transaction, nor used to send you any unrequested information. The entire Checkout process is handled through a secure SSL-encrypted connection.

The Credit Card Billing Information is sent directly to our payment provider who processes your credit card transaction. The credit card information is neither recorded nor stored by us, and it can only be accessed by our payment provider. Each transaction has a very high level of security. Your credit card details are sent directly to the payment provider over a secure SSL-encrypted connection. They are not processed on our servers at any stage of the transaction, nor are they stored on our server.

SECURE TRANSMISSION

All information collected during the checkout process is transmitted via industry standard Secure Sockets Layer (SSL) featuring 128-bit encryption. A Secure Sockets Layer (SSL) Certificate creates an encrypted link between a Web site and a visitor's Web browser. This link ensures that all data passed between the Web site and the browser remains private and secure.

ORDER FULFILLMENT

All orders are shipped promptly from our in-store inventory within 3 - 10 business days using UPS, FedEx, or USPS. Tracking numbers are available for items shipped via UPS and FedEx.

ONLINE PRICE & DESCRIPTION ERRORS

Our online inventory changes every day. Occasionally an item may appear on the site by mistake or the item's description may contain a typographical error. We do not guarantee that titles, descriptions, pictures or prices on our site are error-free. We reserve the right to refuse any order including but not limited to orders for items with errors in the description or price. In the event that we cancel an order we will not charge the customer's credit card or we will refund the money.

If an item's description contains an error such as incorrect photo, price, accessory or description and a customer makes the order, we will not process the order without first contacting the customer. If the order is mistakenly shipped, we may advise the customer to return the item in an unopened condition and we will refund the customer. By placing an order, the customer agrees that SSD Tactical Training, Inc. will be the final arbiter of discrepancies in the online catalog.