

## RETURN POLICY

**TIME LIMIT:** Return and exchange requests will be considered if requested within 30 days of receipt according to carrier delivery confirmation.

**CONCEALED SHORTAGES / DAMAGES:** Concealed shortages and items damaged in transit must be reported to Quantico Tactical within 14 business days of receipt according to carrier delivery confirmation. Photographs of package damage may be requested by Quantico Tactical.

**APPROVAL:** All returns and exchanges require Customer Service pre-approval. Returns without prior approval, or without a valid RA#, are not guaranteed to be processed. Except in cases of manufacturer defect, used equipment, equipment missing the original packaging, and apparel without the original tags or packaging, are not returnable

**RESTOCKING FEE:** Not all items are returnable/exchangeable. Those that are approved may have up to a 25% restocking fee.

**RETURN AUTHORIZATION NUMBER:** All approvals will be assigned a Return Authorization Number. Detailed directions will be provided instructing you where and how to return the equipment and what markings may be required on the package. Shipping charges may apply.

**TIME LIMIT:** Approved RA's will have an expiration date.

**WARRANTY CLAIMS:** For items under warranty, Quantico Tactical will do their best to facilitate a warranty claim and put the customer in contact with the manufacturer.

**CANCELED ORDERS:** Depending on when the cancelation occurs, orders canceled by the customer could be subject to a restocking fee, or may not be eligible for cancelation.

**To request a return or exchange, please contact one of the following:**

- Your Quantico Tactical Government Account Manager
- Your Government Account Coordinator
- [GovtOps@QuanticoTactical.com](mailto:GovtOps@QuanticoTactical.com)
- 910-944-5800