

## Return Policy

### 10 Day Firearm/ Parts Return

- OOW must be notified of return within 10 days of product receipt; firearms/ parts must be received by OOW within 30 days of customer receipt of order. Items must be returned to OOW in the same condition as when received.
- All returns must have a "Return Merchandise Authorization" (RMA) Number. Please call 440.285.3481 and our Sales Team will assigned an RMA Number.
- Firearms must be shipped from a certified Federal Firearms License Dealer.
- Package your return in the same manner that it was shipped. OOW is not responsible for damage or loss to merchandise if improperly packaged/shipped. Always insure merchandise for the value which you paid. Write the RMA Number *prominently* on the front of your package.
- All returns are checked upon arrival at OOW. If it is determined that a firearm/part has been modified in any way, we cannot refund your purchase.
- All returns will be subject to a **15% restocking fee**.
- Orders cancelled after processing are subject to a 5% processing fee.
- Purchases made with a check, money order or certified check will be reimbursed with a check issued from Ohio Ordnance Works, Inc.

### Returns for Faulty Order

This would include OOW shipping the wrong item, wrong quantity or damaged merchandise.

- If any of the above occurs, call OOW and we will issue a "Call Tag."
- Package your return in the same manner that it was shipped. OOW is not responsible for damage or loss to merchandise if improperly package/shipped. Always insure merchandise for the value which you paid.
- Upon receipt OOW will inspect the merchandise and either confirm or deny the complaint based on our evaluation.
- If the above is confirmed (wrong item, quantity or damaged) OOW will reimburse merchandise **plus shipping and handling**.
- Purchases made with a credit card will be credited to your card.
- Purchases made with a check, money order or certified check will be reimbursed with a check issued by Ohio Ordnance Works, Inc. including shipping and handling.

### Exchanges

- All exchanges must have a "Return Merchandise Authorization" (RMA) Number. Please call 440.285.3481 and our Sales Team will assigned an RMA Number.
- Package your exchange in the same manner that it was shipped. OOW is not responsible for damage or loss to merchandise if improperly package/shipped. Always insure merchandise for the value which you paid. Write the RMA Number *prominently* on the front of your package.
- The customer is responsible for the shipping charges to OOW, as well as, the return shipping charge.