

# ArmorerLink® Shipping and Return Policy

This policy discloses the shipping and returns practices for products and services sold by Ganete Solutions, Inc. d.b.a. ArmorerLink®

## Shipping

1. Free Standard Shipping with any online purchase of \$30 (merchandise subtotal is calculated before sales tax and after promotion discounts);
2. Shipping surcharges on over-sized or extremely heavy items will still apply (these charges are indicated on the appropriate product information pages and will be displayed in the shipping subtotal of your order);
3. Orders typically arrive within 3-7 business days. Items shipped directly from the vendor or to Alaska and Hawaii have longer delivery lead times. This offer does not apply to international or Puerto Rico;
4. We do not ship internationally at this time.

## We currently offer two shipping options within the United States:

1. Products qualifying for Free Shipping will be identified with “Free Standard Shipping”.
2. If you select a shipping method other than Standard, shipping and handling charges will apply. The cost for shipping is calculated by weight, size and destination. The cost of handling is calculated at a \$20 flat rate per order.

## How we ship

Parcel – Your shipment will arrive via one of three carriers:

- Federal Express (FedEx)
- United Parcel Service (UPS)
- United States Postal Service (USPS)

Unless requested by the carrier, we do not require a signature for delivery. If you are not able to receive a parcel, a note will be left with directions on how to receive your order.

Help is always available at (800) 571-0753 or [sales@armorerlink.com](mailto:sales@armorerlink.com)

## **Packages damaged in shipment**

All items are securely packaged for shipping, and we take the utmost care using packaging materials specified by the shipping companies. If you suspect the package has been damaged in shipment:

1. Do not accept it from the carrier.
2. Write "Refused Due to Damage" on the package.
3. Once returned to us, you will promptly receive a full refund or replacement.

## **Items damaged in shipment**

Upon opening your package and finding damaged items, please:

1. Keep the original box and all packaging the items were shipped in.
2. Contact us via email [sales@armorerlink.com](mailto:sales@armorerlink.com)
3. We will provide you with a Return Merchandise Authorization (RMA) number by email.
4. Include a copy of the RMA email with the damaged item(s) shipment
5. Ship the damaged items to:

ArmorerLink  
4660 NE Belknap Court, Suite 101  
Hillsboro, Oregon 97124

Note: All damaged items must be returned to us within 15 days and prior to a replacement being shipped.

## **All other product returns**

If you are not 100% satisfied with your purchase from ArmorerLink, you have 30 days from date of purchase to return the purchase. Please follow these steps to return your order:

1. Keep the original box and all packaging the items were shipped in.
2. Contact us via email [sales@armorerlink.com](mailto:sales@armorerlink.com)
3. We will provide you with a Return Merchandise Authorization (RMA) number by email.
4. Include a copy of the RMA email with the damaged item(s) shipment
5. Ship the damaged items to:

ArmorerLink  
4660 NE Belknap Court, Suite 101  
Hillsboro, Oregon 97124

Note: Depending on circumstances and specific product, a restock charge may be assessed. If applicable, the restock charge will be indicated when the RMA number is issued. Shipping and service charges cannot be refunded.

### Professional services cancellation refunds

To cancel a scheduled training notify us by email at: [sales@armorlink.com](mailto:sales@armorlink.com) no less than 30 days prior to the scheduled training date for a full refund. After 30 days, the following refund schedule applies:

| Days of advanced notice cancellation | Refund Percentage |
|--------------------------------------|-------------------|
| 30 days or more                      | 100%              |
| 20 days                              | 66%               |
| 10 days                              | 33%               |
| Less than 7 days                     | 10%               |



**ArmorLink®**

4660 NE Belknap Court Suit 101  
Hillsboro, OR. 97124 U.S.A.  
(800) 571-0753  
[www.armorlink.com](http://www.armorlink.com)