

RETURNS POLICY

ACCESSORY RETURNS

- RETURNS ARE ONLY ACCEPTED FOR MERCHANDISE FOUND DEFECTIVE IMMEDIATELY UPON RECEIPT AND RETURNED WITHIN 10 CALENDAR DAYS OF RECEIPT.
- ACCESSORY ITEMS THAT HAVE BEEN OPENED FROM THE MANUFACTURER PACKAGING WILL NOT BE ACCEPTED FOR RETURN.
- RETURNS WILL NOT BE ACCEPTED FOR ANY ACCESSORIES THAT HAVE BEEN INSTALLED/MOUNTED. MOST ACCESSORY ITEMS HAVE A MANUFACTURER WARRANTY. PLEASE CONTACT THE MANUFACTURER IF THERE ARE ANY ISSUES WITH/POST INSTALLATION.
- ORIGINAL SHIPPING CHARGES ARE NOT REFUNDED IF THE ITEM IS NOT FOUND TO BE DEFECTIVE. CUSTOMERS WILL BE RESPONSIBLE FOR RETURN SHIPPING IN THESE CASES. THESE ORDERS MAY BE SUBJECT TO A 10% RESTOCKING FEE.

AMMUNITION

- ALL AMMUNITION SALES / AMMO COMPONENTS ARE FINAL AND NON-RETURNABLE.

SCOPES / OPTICS SALES

- CUSTOMERS MUST WORK THROUGH THE MANUFACTURER IF A DEFECT IS NOT IDENTIFIED IMMEDIATELY UPON RECEIPT.

NEW FIREARM RETURNS

- **VERY IMPORTANT – FIREARM RETURNS!!** PLEASE TAKE YOUR TIME TO INSPECT ALL FIREARMS THOROUGHLY BEFORE PROCEEDING WITH THE TRANSFER. ONCE A NEW FIREARM IS TRANSFERRED TO YOU, IT IS CONSIDERED USED, EVEN IF UNFIRED. CONSEQUENTLY, WE CANNOT ACCEPT RETURNS ON FIREARMS ONCE THEY HAVE BEEN TRANSFERRED INTO YOUR POSSESSION. ALSO, WE DO NOT REIMBURSE FFL TRANSFER FEES ON RETURNED ITEMS. **UPON DISCOVERING A DEFECT AFTER THE TRANSFER, THE FIREARM MUST BE RETURNED DIRECTLY TO THE MANUFACTURER FOR REPLACEMENT OR REPAIR (IN ACCORDANCE WITH MANUFACTURER'S WARRANTY POLICY). BY SENDING A DEFECTIVE FIREARM DIRECTLY TO THE MANUFACTURER, YOU CAN AVOID THE UNNECESSARY TRANSFER FEES ASSOCIATED WITH RETURNING THE FIREARM TO US THROUGH YOUR LOCAL FFL DEALER. MANUFACTURER REPAIRED FIREARMS CAN BE RETURNED DIRECTLY TO THE CUSTOMER WITHOUT ADDITIONAL FFL TRANSFER OR ASSOCIATED FEES.
- IN THE CASE OF FAILED BACKGROUND CHECKS AND INCORRECT ORDERING ORIGINAL SHIPPING CHARGES ARE NOT REFUNDED IF THE ITEM IS NOT FOUND TO BE DEFECTIVE. CUSTOMERS WILL BE RESPONSIBLE FOR RETURN SHIPPING IN THESE CASES. THESE ORDERS MAY BE SUBJECT TO A 10% RESTOCKING FEE.

USED FIREARMS

- USED GUNS: TRIPLE CREEK, LLC CUSTOMERS HAVE 10 CALENDAR DAYS FROM THE DATE OF TRANSFER TO REQUEST A RETURN. TRIPLE CREEK, LLC OR TRIPLECREEK.NET WILL ACCEPT A RETURN ON YOUR USED ITEM FOR A FULL REFUND DURING THIS TIME FRAME ONLY IF THE ITEM IS MALFUNCTIONING. SHIPPING ARRANGEMENTS FOR THE USED ITEM WILL BE MADE SOLELY AT TRIPLE CREEK, LLC'S DISCRETION.
- IF ITEMS ARE FOUND DEFECTIVE UPON RECEIPT, TRIPLE CREEK, LLC WILL PROVIDE YOUR CHOICE OF A REPLACEMENT ITEM OF SAME VALUE (PENDING AVAILABILITY) OR FULL REFUND AND PAY THE RETURN SHIPPING COST. FOR YOUR ADDED CONVENIENCE, TRIPLE CREEK, LLC WILL ALSO ARRANGE FOR THE DEFECTIVE ITEMS TO BE PICKED UP AND RETURNED TO US BY THE ORIGINAL SHIPPER (**FOR FIREARMS ONLY**). PLEASE DO NOT ATTEMPT TO RETURN PACKAGES TO THE ADDRESS ON THE BOX AS WE WILL BE UNABLE TO VERIFY YOUR RETURN AND ISSUE A REPLACEMENT OR REFUND.

FOR ANY ADDITIONAL QUESTIONS, REACH OUT TO US AT 904-882-1636 OR ORDER@TRIPLECREEK.NET.

SHIPPING

IMPORTANT DISCLAIMERS:

- GUNOWNERS CAN LEGALLY SHIP RIFLES, SHOTGUNS, AND HANDGUNS DIRECTLY TO TRIPLE CREEK VIA UPS OR FEDEX WITH PROPER PACKING.
- TRIPLE CREEK MUST RETURN FIREARMS TO THE SAME PERSON AT THE SAME ADDRESS. IF NOT POSSIBLE, FIREARMS MUST BE SHIPPED TO A SPECIFIED FFL DEALER.
- NOTIFY TRIPLE CREEK OF YOUR FFL DEALER VIA INFO@TRIPLECREEK.NET
- CA RESIDENTS MUST USE AN FFL DEALER TO SHIP FIREARMS. HAVE YOUR FFL DEALER CONTACT US AT INFO@TRIPLECREEK.NET OR 904-882-1636.
- ALL FIREARMS SHIPPED FROM TRIPLE CREEK REQUIRE A SIGNATURE.
- CUSTOMERS ARE RESPONSIBLE FOR SHIPPING COSTS BOTH WAYS.
- TRIPLE CREEK IS NOT LIABLE FOR LOSS OR DAMAGE DURING SHIPPING; RESOLVE ISSUES WITH THE SHIPPING COMPANY.
- USE BUBBLE WRAP TO PROTECT YOUR FIREARM.
- **ALL FIREARM PROJECTS REQUIRE A COPY OF YOUR DRIVER'S LICENSE.**