

**Thank You for Using CopQuest**

Your order has been carefully inspected and packed and we hope you are pleased with the items you have selected. Please check the contents of the shipment immediately against items marked as shipped on the other side of this form.

Unless otherwise arranged, unshipped items are not charged until such time they are shipped. If upon further inspection you notice any damage or loss, you should save all packaging, shipping boxes and packing material to process a return.

**Satisfaction Guarantee**

Your satisfaction is important to us and merchandise may be returned for almost any reason within 30 days. Exclusions apply as follows:

1. Publications, Batteries, Lamps, Software, CDs or consumable goods are returnable if the original manufacturers packaging has not been opened or tampered with.
2. Custom items such as identification patches, engraved items, name plates and name tapes are not returnable unless produced incorrectly.
3. Alterations performed by CopQuest are warranted to be free from defects for 30 days. Garments that are altered, sewn, have patch application or any modification whatsoever are not returnable.
4. Closeout items are not returnable unless such item is found to be defective.

CopQuest unconditionally guarantees all products to be free from defects in material and workmanship for 30 days from date of shipment. Some products carry an extended warranty as stated by the manufacturer. For your convenience, we have compiled a list of manufacturer contacts and warranty summaries. For details, go to:

**[www.copquest.com/warranty.htm](http://www.copquest.com/warranty.htm)**

**Merchandise Exchanges**

If you need to exchange an item for another like item of a different size, color, etc., fill out the information in the Return or Exchange Summary below and specify part number and description of the replacement item. You are responsible for return shipping fees.

If you need a faster exchange, you may place a new order for the desired item and then send back the previously delivered item as a return, at which time a credit will be processed.

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**If you return a product for refund or exchange, you are responsible for the shipping fees. If you exchange a product, you will then be charged the shipping fees to re-ship the exchanged product. You are responsible for insuring returned or exchanged items, as we cannot accept responsibility for lost items. You will not be charged return or re-shipping fees in the event we made an error with your order.**

I understand these conditions and also understand that I cannot return a product that has been used or exhibits evidence of use. I understand that shipping charges will not be refunded unless otherwise arranged.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Order No.: \_\_\_\_\_

**Return or Exchange Summary:**

Qty.	Item No.	Refund	Exchange	Reason for Refund or Exchange
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	

Please photocopy or cut out and include with parcel.

**Merchandise Returns**

If within the 30-day period, you are unsatisfied with your purchase (except as noted under Satisfaction Guaranteed heading), you may return it for a full refund, less shipping costs. Returns are not accepted after 30 days. Follow this procedure:

1. Fill out the Return or Exchange Summary form below. Please include your original order number. Photocopy or cut out this form and include with returned items.
2. All returned merchandise must be in the original packaging with UPC (barcode) intact, including instruction sheets, accessories, cables, etc.
3. Pack item(s) in original shipping container or suitable container that will not damage merchandise during return shipping.
4. Ship to CopQuest at the address on the front side of this document.

CopQuest will furnish a return shipping label in the event that we are responsible for an error with your order. This can be done via e-mail. Otherwise, CopQuest is not responsible for return shipping costs or return shipping damage. C.O.D. shipments are not accepted. Shipping costs cannot be refunded. Returns or exchanges of merchandise over \$500 are subject to a 15% restocking fee.

Please note that returned merchandise that does not meet these conditions will be sent back to the originator freight collect. Returned merchandise for refund for purchases made by credit card will receive account credit. Orders that were paid by check or money order will receive repayment within 15 days of receipt of returned merchandise.

**Safariland Order Cancellations**

Custom armor purchases or any other backordered Safariland purchase over \$500 is subject to a 15% cancellation fee if the order is cancelled more than 3 business days after it was placed. This not a CopQuest fee but is imposed on CopQuest by Safariland.

**Non-Returnable Merchandise**

We do not accept returns of fitted body armor, fitted armor carriers, custom identification products, unpackaged batteries, special order items, closeout items, engraved products or altered garments. Face masks or respirators in open packages are not returnable.

Undergarments with opened packages are not returnable. Garment returns must not be worn or washed, must be new and in marketable condition and returned in their **original** packaging. Returned footwear must not exhibit evidence of being "broken in" or worn.