

# ArmorerLink™ Return Policy

This return policy discloses the return practices for products and services sold by ArmorerLink™ (A Division of Ganete Solutions, Inc.)

## 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@armorlink.com](mailto:sales@armorlink.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@armorlink.com](mailto:sales@armorlink.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%

Armorer Link™  
A Division of Ganete Solutions, Inc.  
U.S. Headquarters  
4660 NE Belknap Court Suite 101  
Hillsboro, Oregon 97124 USA  
(800) 571-0753