

## **Return and Refund Policy**

At Thunderbird Arsenal, LP, customer satisfaction is our top priority. If you are not fully satisfied with your purchase, we are here to help. Please review our return and refund policy below to understand the guidelines.

### **Eligibility for Refunds**

You can request a refund or return within **30 days** of your purchase. To qualify for a refund:

- The item must be **unused, in its original condition, and in its original packaging**.
- Proof of purchase must be provided.
- Firearms, ammunition, and other restricted items are **non-refundable** due to federal and state regulations.
- Custom orders and clearance items are **final sale** and not eligible for return or refund.

### **How to Request a Refund**

To initiate a return, please contact our support team at [info@tbarsenal.com](mailto:info@tbarsenal.com) or call us at (405) 365-4143. Be sure to provide your order number and reason for the return.

### **Return Process**

Once we receive your return request:

1. Our team will review the eligibility of the product.
2. If approved, you will receive instructions on how to ship the item back to us.
3. Shipping costs for returns are the responsibility of the customer unless the return is due to a defect or error on our part.

### **Refunds**

Once your returned item is received and inspected, we will notify you of the approval or rejection of your refund. Approved refunds will be processed within **7-10 business days** and applied to the original payment method.

### **Non-Refundable Items**

The following items are non-refundable:

- Firearms, ammunition, or any firearm-related accessories.
- Products that have been used or altered.
- Items that are not in their original condition or packaging.
- Custom orders or specially configured products.
- Gift cards and downloadable software or content.

## **Exchanges**

If you need to exchange a product for a different size or model, please contact us within the 30-day window to verify the product's eligibility for exchange.

## **Contact Us**

For any questions or concerns regarding your return or refund, reach out to us at:

- **Email:** [info@tbarsenal.com](mailto:info@tbarsenal.com)
- **Phone:** (405) 365-4143

At Thunderbird Arsenal, LP, we value your business and strive to provide the best products and service. Please let us know if there's anything we can do to improve your experience.