

Cactus Tactical, LLC Return Policy

Effective January 1, 2008

Cactus Tactical, LLC will accept return of products within 15 days of ship date from our warehouse.

Items must be returned in **NEW** (unused, untested, unmarked and resalable) condition, in the original undamaged manufacturer packaging, with all accessories, kit components, promotional items and instruction manuals included. For your protection, items must be returned shipping prepaid, insured for the full value and safely wrapped to prevent shipping damage.

Items that have been installed, mounted or used by the customer or items that have been damaged by use cannot be returned to us. We also cannot accept returns on orders where a promotional item has not been returned with the order. For example, if you bought an item that came with free extra batteries or a telescope that came with a free cover. These 'extras' must be included with your return to qualify for a refund.

When repacking an item for return, please be sure to include all applicable accessories and literature. Generally, as a "rule-of-thumb", you should return the items to us the same way we sent them to you - in the same condition and with all of the original contents. If a promotional item, instruction sheet, brochure or literature is missing, its value will be added to the original price you paid for the order, thus reducing the amount of the refund, if such is issued.

All product returns must be accompanied by a Cactus Tactical, LLC RMA number clearly visible on the outside of the package. Any additional product returned not authorized during the RMA process will not be accepted as a return, reimbursed, and will be destroyed on premise, and no credit will be issued. Returns must be sent via traceable carrier, for validation of receipt of goods and for insurance compliance.

All returns will be processed in a timely serial manner and credits, if applicable, will be applied to your account.

ALL product returned will be assessed a 15% restocking fee, unless the return is the result of an error made by Cactus Tactical, LLC.

All freight charges assessed to the return, are the responsibility of the customer, and will not be reimbursed by Cactus Tactical, LLC unless the return is the result of an error made by Cactus Tactical, LLC.

Cactus Tactical, LLC will not accept return or issue credit for the following items (including, but not limited to):

- Batteries
- Boots / Shoes
- Opened packages or packages showing evidence of tampering

- Product not in the original package, including case pack goods
- First aid or trauma products
- Hazardous items (such as ammunition, pepper spray or gun cleaning solvent)
- Worn or shopworn products
- Any international order
- Any special order products.

Any item returned not in accordance with this written policy will not be accepted as a return or reimbursed, and will be destroyed on premise by Cactus Tactical, LLC and no credit will be issued.

Shipping Refunds - Shipping charges on returns are not refundable. We do not offer refunds for shipping charges, including but not limited to domestic Ground, Express or International shipping. Please be advised that we are unable to refund any fees imposed by an entity other than Cactus Tactical, LLC such as customs or brokerage fees.

Cactus Tacticals Optics Refund Policy :

- If you are not 100% satisfied with a **new** Valdada product, we'll refund your money, less re-stocking fee! Obtain an RMA #, include a copy of your receipt, return the **new, unused item** to us within 10 days from the date delivered and we will issue a refund.
- Once you **mount a scope** it becomes a used product and **used products are not eligible for refund, exchange, or return** (placing the scope in rings constitutes mounting).
- Shipping charges are not refundable and we cannot accept returns on special order items.
- Optics are shipped only to United States of America addresses.
- Returns are subject to 15% re-stocking fee.