

Olympic Arms, Inc. Satisfaction Guarantee Version 1.0, Last Updated Sept. 28, 2006

Beyond warranty, Olympic Arms, Inc. (“OAI”, “we” and “us”) guarantees complete customer satisfaction. If you are not completely satisfied with the purchase of any OAI product based on any product or warranty related reason, simply return it to us within sixty (60) days along with a copy of the original invoice and we will replace the item, or credit or refund the original purchase price (to be decided by OAI). Restrictions apply, see below.

Product or warranty related reason is defined as any warranty or service/repair issue, or deficiency in the advertised performance of the product in question. It does not apply to dealers and/or individual who, after having received the product feel as though a different product would be better suited for their needs. In cases such as this, exchanges can be made on new, unfired, products returned in their original packaging along with a copy of the original sales invoice. A restocking fee (currently 15%) may apply.

Refunds are made on returns based on our advertised Lifetime Warranty and/or Satisfaction Guarantee. All credit card purchases will be refunded directly to the credit card on which the original purchase was made. Cash purchases, or COD orders will be refunded via an Olympic Arms company check to be issued no earlier than five (5) business days after the returned product has been received. Shipping and handling charges are not refunded unless the product returned is determined to have been defective from the time it left OAI and are not refunded or credited on non-warranty related exchanges. No exceptions.

If your purchase was made through an OAI retailer/dealer, then they (the retailer/dealer) have the option to return the product to OAI for a replacement, credit, or refund as well. OAI does not dictate the in-store policies of OAI retailers/dealers. Check with your retailer/dealer for their policy before purchasing.