



SPECIAL ORDER POLICY

Generally

A Special Order is a product order for an item that NOVA Firearms normally does not carry in inventory. A Special Order may also be a product that is custom configured to specifications provided by the customer.

Payment

All Special Order products must be paid in advance before the item is ordered from the manufacturer or other supplier. If a price is subject to increase while the Special Order is pending and the price increase is passed through to NOVA Firearms, the customer acknowledges that the customer is liable for the increase in price, even if the customer believed the item was paid in full prior to the Special Order being placed.

Storage Fees for Special Orders

When a Special Order product arrives, the customer will be notified via telephone and/or email. The customer must pick up the Special Order within ten (10) days of notification unless other arrangements have been agreed to in advance. After ten (10) days, the Special Order will incur storage fees at a rate of \$5.00 per day, retroactive to the first day. The customer must pay the storage fees that have been incurred in order to pick up the Special Order product.

Failure to Pick Up a Special Order

NOVA Firearms will store the Special Order for up to sixty (60) days. After sixty (60) days, the customer authorizes NOVA Firearms to dispose of the Special Order for whatever price NOVA Firearms believes is reasonable and to apply the proceeds from the disposal, if any, to the storage fees that are due. Notwithstanding the foregoing, NOVA Firearms is not obligated to dispose of Special Order on the sixtieth day and storage fees will continue to accrue through the date NOVA Firearms, in its absolute discretion, chooses to dispose of the Special Order.

Returns and Exchanges

Special Order products are non-returnable and non-refundable. Notwithstanding the foregoing, if a product is not the product that you ordered, NOVA Firearms will either replace the product or give you a full refund if you notify NOVA Firearms of the problem when you pick up the Special Order. Storage fees, if any, must still be paid even if the Special Order is not the product you ordered.

Cancellation

If NOVA Firearms is able to cancel the Special Order with the manufacturer or other supplier without incurring any fees or expenses, the customer may cancel the Special Order and receive a full refund. If NOVA Firearms incurs fees or expenses to cancel the Special Order, including but



not limited to, shipping charges, finance charges, or restocking fees, NOVA Firearms shall deduct these fees and expenses from any refund amount. NOVA Firearms is under no obligation to cancel an order that has already shipped from the manufacturer or supplier or if the expenses of cancelling the Special Order would exceed the purchase price paid by the customer for the Special Order product.