



RETURN POLICY

New In-Stock Firearms

Once a new firearm is transferred to the customer, it is non-returnable and non-refundable. However, if the customer has a problem with the firearm, contact NOVA Firearms as the firearm may be subject to the original manufacturer's warranty. Nova Firearms will not sell a firearm as new if it is not subject to the original manufacturer's warranty.

Used Firearms

If the customer has not fired a used firearm, the customer may return the used within 10 days of the purchase with the original sales receipt. The returned firearm must be in the same condition as when the customer purchased it from Nova Firearms together with all accessories and paperwork, if any, that were included in the original purchase price of the firearm. Used firearms that are returned for a refund are subject to a 15% restocking fee.

Ammunition

Ammunition is non-returnable and non-refundable.

Scopes, Binoculars, Flashlights, Software, DVD's, Electronic Devices, Hearing Protectors, Lasers, Rangefinders, Lights and Other Electronic Devices

These items are covered by the manufacturer, and must be returned to the manufacturer for repair or replacement. No refunds or returns are accepted on these types of items. NOVA Firearms only carry electronic devices that are covered under warranty by a reputable manufacturer. Please consult the owner's manual for warranty information.

Accessory Products

If a customer is not satisfied with an Accessory Product (other than items listed above), the customer may return it within 7 days for a 15% restocking fee. The item must be unused and in 100% original condition with all labels and papers intact and accompanied by the original sales receipt.

Special Orders

Generally, Special Order products must be paid for in advance and are non-returnable and non-refundable even if the customer refuses to take delivery of the item. However, if a product is not the product that the customer ordered, Nova Firearms will either replace the product or give the customer a full refund if the customer notifies Nova Firearms of the problem when the Special Order is picked up.

Background Checks

Every firearm is subject to a background check, and the transferee must be approved before the firearm can be released. If the transferee provides false information on the any or all the background check forms, the purchase is forfeited and no refund will be given.