



## **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**

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.

### **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 10 days for a full refund. 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.

### **Failing a Background Check; Return of the Firearm**

If the customer fails the background check, the customer is still responsible to pay the transfer fee. It is also the customer's responsibility to promptly arrange the return of the firearm to the seller or make other arrangements to dispose of the firearm. All costs to return the firearm or otherwise dispose of the firearm shall be the responsibility of the customer.

### **Storage of Firearms**

If the firearm remains with NOVA Firearms (a) for more than ten (10) days past the date the customer was notified that NOVA Firearms received the firearm for an incoming transfer; or (b) for more than ten (10) days past the date the customer delivers the firearm to NOVA Firearms for an outgoing transfer, a storage fee of \$5 per day will accrue retroactively to the date on which the customer was notified or dropped off the firearm, as applicable. All transfer fees, shipping, and storage fees must be paid before NOVA Firearms will ship or otherwise transfer the firearm to another location.

NOVA Firearms will store a firearm for up to sixty (60) days. After sixty (60) days, the customer authorizes NOVA Firearms to dispose of the firearm 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 the firearm 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 firearm.

We of course understand there are always going to be exceptions to any rule, so contact us if you have any questions.