



## **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.

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