



Ballistipax, LLC

Return Policy

Products returned pursuant to the Ballistipax Limited Warranty are subject to a separate return policy.

ORDER CANCELLATIONS:

Orders that you submit online are processed immediately. Because of this, **order cancellation is not possible after 12 hours**. We make every effort to cancel an order within the specified time period but make NO GUARANTEE it can be done. We strive to ship orders quickly, so you may need to wait until you receive the merchandise in order to return or exchange it.

To attempt to cancel an order use the company contact information provided at the bottom of this policy.

RETURNS:

Once an item of merchandise is delivered to you, you can return that item within 15 days of delivery. To be eligible for a return, your merchandise must be unused and in the original packaging. **Any items not in original condition and packaging will not be eligible for return.**

All returnable items are subject to a **restocking fee of 20%** of the items purchase price. Ballistipax reserves the right to deduct the restocking fee from the refund amount, subject to the Return Policy and any product-specific policy.

Our return policy **does not apply to the following goods**: ALL BALLISTIC "BODY" ARMOR, clearance items, or personalized items. These items are not eligible for return, refund, or exchange under any circumstance.

To initiate a return, please contact Ballistipax at info@ballistipax.com to obtain the required Return Merchandise Authorization (RMA). **In addition to the RMA, we also require a receipt or proof of purchase to accompany your return.**

SHIPPING:

All returned merchandise should be sent to:

Ballistipax, LLC

ATTN: Returns

1316 Berri Patch Place, Suite 4

Melbourne, FL, 32935

info@ballistipax.com

For items that may be manufactured by another party and resold by Ballistipax, please do not send such items back to the manufacturer. All items purchased through Ballistipax.com or from Ballistipax directly must be returned to Ballistipax at the address above.

You are responsible for paying for all shipping costs for your returned item. Shipping costs are non-refundable. The cost of any return shipping will be deducted from your refund. In the event of a product exchange, you will be responsible for shipping charges. You should consider using a trackable shipping service or purchasing shipping insurance for items of value.

EXCHANGES and CREDIT:

After we have received your valid return, we will send you an email to notify you that we have received your returned item and notify you of the acceptance or rejection of your return.

If your return is accepted, we will provide one of the following three remedies within a reasonable time:

1. Exchange of Merchandise. If you find you have ordered an incorrect item, we will exchange the returned item for the correct one.
2. Store Credit. All store credit is non-transferable. Store credit is redeemable for merchandise sold on www.Ballistipax.com
3. Alternative options we determine are appropriate, and in our sole discretion, based on the circumstances.

GENERAL:

Ballistipax reserves the right to refuse any return or exchange or to impose different or additional conditions. If you have any questions, please contact us at:

Ballistipax LLC
1499 South Harbor City Boulevard,
Suite 303 Melbourne, Florida 32901
Office: 321-PREPARE / (321) 773-7273
info@ballistipax.com
www.Ballistipax.com