

IF UPON RECEIPT OF YOUR ORDER THE PACKAGE HAS BEEN DAMAGED, IS SHORT MERCHANDISE, OR OVER MERCHANDISE, RETAIN ALL PACKAGING MATERIAL AND CALL 1-800-251-7839 IMMEDIATELY.

Guidelines and Instructions for Exchange and Returns

It is not necessary to call prior to returning merchandise unless assistance is needed. If you would like to exchange or return an item, simply follow these instructions.

1. All merchandise must be returned within 15 days of invoice date
2. Please complete the return form with all required information. Failure to answer all sections completely may delay the processing of your return
3. Complete the return label for attachment to the outside of the shipping box. Please do not use merchandise package as a shipping box.
4. Enclose the return form in the package with the merchandise.
5. If the return was caused by an error on our part we will refund your freight up to th cost of **standard ground freight**.
 - A. Please keep your receipt, as proof of return freight may be required to assume proper credit.
 - B. Any additional freight or processing fees charged by packaging centers will not be refunded.**
 - C. Shipping charges must be prepaid. Packages returned COD will not be accepted.
6. For your protection we strongly recommend that you insure that package for its full value.
7. All merchandise being returned must include all warranty papers and instructions, be in the original factory packaging and be in new condition.
8. Due to Manufacturer Warranty guidelines the following brands must be returned directly to the manufacturer for repair or replacement.
Burris, Do-All, Galco, LaCrosse, Leupold, FLiR, TenPoint, and Carbon Express
9. Due to safety concerns Ammunition, Food Products, Powder & Primers, Swimwear & Undergarments can not be returned.
10. If no instructions are included, return will automatically be credited.

Name: _____ **Customer #:** _____ **Invoice:** _____

- Action to be taken:** Exchanged - Use the form provided below
 Refund - The type of refund will be determined by the payment method used on the original purchase.

ITEMS I AM RETURNING			
Part #	Quantity	Reason #	Explanation needed if Reason 6 – 10 (See Listing Below)

PLEASE SEND IN EXCHANGE			
Part #	Quantity	Price	Description

Reason for Return

1. Item not as expected
2. Ordered wrong item
3. Ordered wrong size
4. Ordered wrong color
5. Changed Mind

These Reasons Require Detailed Explanation (Please list details above)

6. Defective
7. Packaged wrong
8. Not as advertised
9. Received item different than billed for
10. Other:



Name _____

Address _____

City _____ State _____ Zip _____

Natchez Shooters Supplies, Inc.
 2600 Walker Road
 Chattanooga, TN 37421
 Attn: Returns Department