



Precision
Products for the
21st Century
Shooter/Reloader

260-273-9909
www.21stCenturyShooting.com

21st Century Shooting Inc.
PO Box 326
Ossian, IN 46777

Returns

Our policy lasts 60 days after receiving order. If 60 days have gone by since your purchase, unfortunately we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. To complete your return, we require a receipt or proof of purchase.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

If you have not received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you have done all of this and you still have not received your refund yet, please contact us at

Kristine@21stCenturyShooting.com

Exchanges

We only replace items if they are defective from manufacturing. If you need to exchange it for the same item, send us an email at Kristine@21stCenturyShooting.com and send your item to:

21st Century Shooting Inc

PO Box 326

Ossian, IN 46777

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.



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21ST CENTURY SHOOTING INC. Defective Product Claim Form

This form is located online at www.21stcenturyshooting.com click on the warranty tab.
The form can be printed for your convenience.

Thank you for purchasing a 21st Century Shooting Inc Product. We hope it will bring you many years of safe and enjoyable use. We understand products may become defective and may qualify to be replaced under warranty. Please review warranty on product. If you feel a product is covered by our warranty please complete the following steps. We will verify with you if your claim qualifies with this warranty.

Step #1 Complete the following information:

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Daytime Phone: _____ - _____ - _____

Step #2 When did you purchase item? Month: _____ Year: _____ Invoice# _____

Step #3 List below what part is defective.

<u>Part #</u>	<u>Qty</u>	<u>Description of Part</u>	<u>Type of Defect</u>

Step#4 Take pictures:

1. Take a picture of the entire defective part.
2. Take a close up picture of the defect.

Step #5 Make a copy of the sales receipt showing you as the original purchaser.

Step #6 Send this form, pictures, and the copy of your receipt to our warranty service.

Step #7 We will review your claim to verify if it qualifies with 21st Century Shooting Inc warranty.

Step #8 If your product is defective we will provide you with a replacement part. Freight charges incurred are the consumer's responsibility.

There will be a 10% restocking fee on all returned products

www.21stcenturyshooting.com