

RETURN, EXCHANGE, OR REFUND PROCESS

If you are not completely satisfied with your purchase, we're here to help.
Please follow the steps below to request a return, exchange, repair, or refund.



1 CONTACT CUSTOMER SERVICE

Call us at (480) 627-7770 or email:

info@dillonriflecompany.com

Please be prepared to provide:

- Product you wish to return
- Reason or Issue
- Your Order Information



2 CHOOSE YOUR RESOLUTION

Our representatives will help determine the best solution for your situation.

Available options may include:

Refund

Receive a refund for your returned item. Refunds are typically issued back to the original payment method. In some cases, refunds may be issued by mailed check. A 20% restocking fee may be deducted from refunds for returned non-defective items.

Exchange

Exchange your item for:

- The same product (replacement) or
- A different product (substitution)

If exchanging for a different product, any price difference will be discussed before processing.

Repair

If your item can be repaired, it may be returned to you after service is completed.



3 CONFIRM YOUR INFORMATION

To ensure accurate processing please verify:

- Phone Number
- Email Address
- Billing Address
- Shipping Address



4 RECEIVE RETURN INSTRUCTIONS

Our representative will provide return instructions and may:

- Email you a return shipping label, or
- Provide additional return shipping details.



5 PACKAGE & RETRUN YOUR ITEM

Securely package the item and send it using the provided instructions. If applicable, include:

- Original Packaging
- RMA Number



6 RETURN INSPECTION

Once your item is received, it will be inspected to verify:

- Condition
- Quantity
- Product details or serial numbers (if applicable)



7 RESOLUTION PROCESSING

After inspection is completed, we will process your selected resolution:

- Refund
- Replacement
- Exchange
- Repair



8 RECEIVE CONFIRMATION

You will be notified once your return has been processed and your refund, exchange, replacement, or repair has been completed.

IMPORTANT RETURN INFORMATION



Returns of non-defective items are subject to a **20% restocking fee.**



Refunds are issued after the returned product has been received and inspected.



Additional shipping charges may apply for certain exchanges.