

# NORTHERN SAFARI

## ARMY NAVY

Connecting People With Adventure

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## Company Return & Exchange Policies

### PROCEDURES FOR REFUND OR EXCHANGE

If you receive your order and you are not satisfied, e-mail for a **Return Authorization Number (RA#)** or **Exchange Authorization Number (EX#)**. All return requests must be made within 25 calendar days after the ship date on package and the return must be postmarked no later than 10 days after receipt of **RA#** or **EX#**.

Items returned for refund or exchange will be processed as quickly as possible. Exchanges are usually shipped within 10-15 working days. If the mistake was ours, we will credit you for the item plus shipping. If we determine that the order was shipped according to your order, you will be credited the item cost less 25% restocking charge and shipping charges.

- All items must be in their original condition, unused, unwashed, and tags still attached.
- All items must be properly packaged to insure safe return of shipment.
- Tracking numbers will help insure that your package will not be lost. We will not be held responsible for lost shipments.
- This form must accompany return or exchange.
- No returns on sale items or closeouts.
- Surplus items will be sold "as is" and are not returnable.
- We can not ship to P.O. Boxes.

**Returns or exchanges will not be accepted without prior authorization. Include a copy of this form in your package. Put RA# or EX# on outside of box (Any package without a clear RA# or EX# on the outside of the box will be refused).**

**Cancellations:** We will charge a 10% fee to cancel an order if canceled within 24 hours. Cancellations can only be accepted if product has not shipped.

**International Orders:** All Customs, duties, fees and any other charges corresponding with the shipping and delivery of your order will be billed to you.

We do not ship to the following countries: Indonesia, Egypt, Romania, Yugoslavia, Nigeria

RA# or EX#	Date	Full Name	Phone#	E-Mail
Address				
Address				
Item Description				
Reason for exchange or refund				
If exchange tell us what you would like the changes to be (size, color, etc.)				

All shipments must be received by us no later than 10 days after receipt of RA# or EX#.

If we establish that you pay 25% restocking, plus shipping, we will credit the balance directly to your credit card account. If you need to return an item that is our error, we will credit the total cost of product plus shipping to your credit card account. If exchanges are necessary due to our error, we will credit shipping charges to your account.