

ROCKSTAR Tactical Systems
PO Box 250
Gibsonia, PA 15044
412-415-0575
admin@rockstartactical.com

Please Complete the Following:

Name: _____

Order ID: _____

Return ID: _____

PAYMENT REFUND _____ STORE CREDIT _____

PLEASE NOTE: ALL RETURNS MUST BE **MADE WITHIN 30 DAYS** OF THE ORIGINAL DELIVERY DATE. ALL RETURNS MUST BE IN THE ORIGINAL, UNUSED CONDITION. THIS INCLUDES ALL PACKAGING, PARTS, INSTRUCTIONS, WARRANTY INFORMATION AND ANY PROMOTIONAL ITEMS THAT MAY HAVE ACCOMPANIED YOUR ORDER. RETURNS WITH THE ORIGINAL PACKAGING DAMAGED, SHOWING SIGNS OF USE, AND/OR MISSING PARTS ARE NOT ELIGIBLE FOR REFUND OR STORE CREDIT. IF RETURNED, SUCH AN ITEM WILL BE CONSIDERED 'USED' AND SUBJECT TO RESTOCKING FEES DEEMED APPROPRIATE UPON INSPECTION OR RETURNED TO THE CUSTOMER. ALL RETURNS SHIPPED C.O.D. WILL BE REFUSED.

There are two (2) ways to obtain a Return Number. Please use the method that applies to you.

Customers with a Registered Account:

1. Log-in to your account at rockstartactical.com.
2. Go to *Completed Orders*
3. Click *Return Item(s)* next to the item.
4. Fill out the items on the request form
5. Click *Submit Request Form*

Customers who ordered as a Guest and do not have a Login Account:

You must contact us via email or phone for a Return Number.

If you are returning an item from an order consisting of multiple items, please make a copy of the original invoice if you do not have a website account. Please write your Return Authorization Number on the outside of the return box. Please insure your return for the full value of the item(s) and ship back via Postal, UPS or FedEx to the PO Box above or to the address found on the original shipping label.

STORE CREDIT:

There are no restocking fees for items returned in the original, unused condition within 30 days for Store Credit.

PAYMENT REFUND:

There is a 10% restocking fee on all returns for refunds. Charging this fee allows us to offer a refund policy while keeping our prices low. Original shipping fees are not refundable.
Refunds are issued only after returns are received and inspected.
Orders paid with a Credit Card or PayPal are usually credited 2-3 business days after receiving the merchandise return.

DEFECTIVE MERCHANDISE: Items received defective are covered under the manufacturer's warranty. Please contact us and/or visit the manufacturer's website for instructions regarding their warranty protocol.

NON-RETURNABLE MERCHANDISE:

Any Used Item
Paintballs
Smoke Grenades