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Return Information

Artemis Arms, LLC. offers a 30 day return of products for either an In-Store Credit to your customer account or credit card refund policy. **You must contact Artemis Arms, LLC. via email prior sending your product back for return or refund to receive a RMA number.** All returns must include the original receipt and invoice, along with the billing address, shipping address, contact phone numbers, contact emails, and RMA number. Returns and refunds may take up to two weeks, not including transit times.

In-Store Credits are not assessed a restocking fee.

Items that are unused and in the original sealed packaging can be returned for a credit card refund subject to a 15% restocking fee. If the product and packaging has been opened, damaged or used, the credit card refund is subject to a 25% restocking fee, or may be rejected. The return must include accessories, manuals, documentation, and registration that were shipped with the product. Shipping charges and/or shipping costs are not subject to refunds. Products that are not eligible for returns are custom configured products, used products, all clothing items, special orders, and items sold "as is" or "used". If you wish to exchange the unused, uninstalled, and unopened items, you will receive an in store credit for the returned products. The in store credit will be issued via email and can be applied toward future purchases. It is recommended that you return merchandise with a carrier that offers tracking numbers and full value insurance on the parcels. Artemis Arms, LLC.. cannot be responsible for any packages that are lost while being shipped to us. Please note that the USPS Priority Mail will only initiate a trace on packages after a **30 day waiting period.**

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