PRINTABLE ORDER FORM

CASHIERS CHECKS AND MONEY ORDERS ACCEPTED

(WE DO NOT ACCEPT PERSONAL CHECKS: USPS Money orders ship right away. Cashier's check and non USPS money orders ship 2 weeks after receipt of check so that check has time to clear!)

See Pages 2-4 for the Instructions and Terms & Conditions of Sale

11650 S. Sam Houston Pkwy W.
Houston, TX 77031
713-484-5444

SKU#	ITEM NAME/DESCRIPTION	QTY	PRICE	TOTAL

Billing Name/ Address

Full Name: _____

Address: _____

_____

_____

Email: _____

Phone #: _____

Shipping Name/Address

Full Name: _____

Address: _____

_____

_____

Email: _____

Phone #: _____

Shipping Method (check one)

☐ Standard Ground

☐ 2 DAY FedEx Express

☐ FedEx Overnight

Subtotal: _____

Tax: _____

Shipping: _____

Total: _____

Credit Card Information (circle one)

Card Type: VISA MASTERCARD DISCOVER AMEX

Card #: _____

Card CV2 Code: _____ Expires: _____

Please sign to acknowledge you have read and agree to the Terms & Conditions of sale as printed on pages 2-4 of this document. Your signature also validates credit card transactions regarding this order.

X _____

SIGNATURE REQUIRED ON ALL ORDERS!

PURCHASING INSTRUCTIONS

FOR YOUR RECORDS ONLY!
PLEASE DO NOT SEND THIS PAGE TO US!

Fill out each line item and include SKU, QTY, PRICE and TOTAL. Please also include size and color in the description section if this is applicable to the item. SKU is found by clicking on the item you want to order (it will then appear to the right of the item picture). Add the items to your cart as if you are placing an online order and then click on shopping cart (prices vary according to size so adding the items to your cart will give you the correct price for the size you need). From here you can write down cost and total for each item. Then fill in your billing and shipping information so that your shipping options will populate. Decide which shipping method you would like and write down the associated cost. For dog tags please print and fill out the custom dog tag from and send with this order form. Each line item for custom dog tags must correspond with a custom dog tag form.

Your subtotal is derived from adding the total column of each line item entered or you can get it from the shopping cart page after you add all of your items to the cart. ***Please note: No discounts are applicable on mail in orders.**

Tax is applicable on all orders shipping to Texas. Texas tax in our area is 8.25%. You can find out tax for each item by multiplying the cost by .0825. Tax is not applied to any of the other 49 states.

We only ship within the continental United States.

TERMS & CONDITIONS OF SALE

Orders

We are very sorry, but orders cannot be changed, modified, or added to once they have been placed. Please check your order information carefully before placing order. We process orders very quickly, and once an order enters the fulfillment process, we are unable to modify it. We apologize for any inconvenience and hope that in the majority of cases our faster processing time works to your advantage. We ship from several different warehouses, your order may arrive in separate packages over the course of several days.

Shipping

For all non-expedited shipping methods chosen by the customer at the time of order placement, we reserve the right to choose the shipping carrier and service. If a particular carrier does not deliver to the shipping address entered on your order, please notify us in the "Delivery Instructions". Failure to notify us may result in the shipment being returned to us. If any shipment is returned to us for any reason, the customer will be liable for all shipping charges associated with that order. We do not ship using customers' accounts or any 3rd-party billing. Discounted orders are not eligible for partial shipment. Customers may arrange freight transportation for larger, palletized loads and a packaging fee will apply. If the shipping address entered on the order is incomplete and/or incorrect and the order has already shipped, a $15 fee will be charged to the customer for address correction.

LTL Truck Shipments

Truck drivers are subject to a number of regulations, one of which is that they are not required to assist with unloading. The most assistance that can be provided is "lift gate" service which will place the shipment outside of the truck for your removal. It costs extra and must be requested for any residential delivery or any commercial delivery that does not have loading dock /forklift resources immediately available. Without lift gate service arranged, the freight deliveries are made at curbside, and your merchandise is moved to the back of the truck. You are responsible for unloading.

Return Policy

If an item(s) you have purchased is returnable, you have 30 days from time of shipment to return the item(s) for a refund. Shipping charges will not be refunded, and you, the customer, are responsible for the return shipping charges to armysurplusworld.com. Similar to your local brick and mortar retail store, they would not reimburse you for your time, fuel consumption or wear and tear on your automobile to return the purchase. All non-defective, resllable-as-new items may incur up to a 20% restocking/handling charge. If the item was shipped free or at a reduced rate, then you will also be charged the actual outbound shipping charge. Special order items and express shipped items that are drop-shipped direct from the manufacturer, used/surplus items and items that require freight truck shipping are not returnable. No custom or modified items can be returned. Some items we offer may not be returned for credit but may be accepted and credited only if the customer places a new order for the same item but in

a different size, color, etc. For the health and safety of the general public, some items are not returnable because they should not be resold for one or more reasons. Please note that we do not "rent" anything so buying it, using it and trying to return it after use is not permitted. No new items that are used, altered or damaged by the customer may not be returned. The disposition and condition of any item returned for credit or exchange will be determined and defined only and exclusively by Army Surplus World. If you have a question, please contact us via email only so that we both have a record of the exact correspondence. No verbal communications or claims of verbal communications, regardless of content, will be considered.

If an item is defective within 30 days from time of shipment you may return it to armysurplusworld.com for an exchange. After 30 days, the item falls under the manufacturers warranty and you must contact the manufacturer for repair/replacement. You, the customer, are responsible for the return shipping charges to send the item back to armysurplusworld.com. Once armysurplusworld.com receives and inspects the defective item, armysurplusworld.com will promptly ship out a replacement at no charge to you. If you wish to do a cross ship then you must place a new order for the same item and contact armysurplusworld.com for a return shipping label. Upon receiving the item armysurplusworld.com will inspect the item and credit your credit card accordingly. Armysurplusworld.com reserves the right to determine if an item is defective or not. Any item deemed non-defective will be charged for shipping both ways and may incur up to a 20% restocking charge if retained by us. We reserve the right to modify the restocking fee based on the circumstances and will communicate with the customer in the event of a variance.

Merchandise must be in the original packaging and be in a resalable "as new" condition. Many items are not returnable to us for either credit or replacement. If we receive a return shipment of an item that is not classified as returnable, the customer will be required to the shipping cost to have it returned to them. If they elect not to not pay the cost, or we do not receive a response/payment within 10 days, the items will be categorized as "abandoned". We will then either donate the item directly to charity or sell it and use the proceeds for charitable donation.

Order Cancellation
Cancelled orders that have not already shipped are subject to a $10 service fee. Cancelled orders that have already been shipped cannot be cancelled and must be returned per the instructions found in the “Return Policy”.

Damaged Shipments
Please inspect all items upon delivery. If you are present at the time of the delivery and an item arrives damaged please refuse the item (do not accept the shipment from the driver) and notify Army Surplus World immediately. If you are not present during the delivery please inspect the items within 24 hours of package delivery time and notify Army Surplus World of any damage. You have 1 day from the delivery date to notify Army Surplus World of products damaged in transit.

Claims Process
In the event that you have a damaged-in-transit package or a missing package, we will be happy to assist with a claim and/or file a claim on your behalf. Please note that claims can take 30-45 days for the carrier to provide a response and resolution. We will not reship any items or issue any credit while the claim process is active. Remember, these are issues regarding the handling of the shipment by the carrier and are not related to our fulfillment and shipment of your order. Lots of bigger-than-us companies build replacement costs into their original selling prices and overcharge you in the beginning; we do not. If a chargeback is filed with your card issuer prior to resolution of the claim, you will be responsible for all processing fees assessed by both your card issuer and ourselves. If you require the items before the claim is resolved, a new order must be placed. Upon resolution of the claim, a refund can be issued for the replacement order.

Refused Shipments
All refused shipments will be subject to a minimum 25% restocking fee and no credit will be given for shipping charges. NO EXCEPTIONS!

Product Information
While Army Surplus World does go to great lengths to make sure our site is updated and accurate, you understand and agree that the images and information on this site can be inaccurate and that we are not

responsible for any issues this causes. Please contact us, via email, if more information is required in addition to what is shown on the web site.

Restricted Items
Some items offered on our web site may be restricted in your municipality. Army Surplus World and all of its affiliates, subsidiaries, parent companies, owners, agents, offices, and employees shall assume NO LIABILITY with regard to the purchase, attempted purchase, shipment, attempted shipment, misuse, mishandling, misplacement or transfer of ownership of any restricted item. You, the buyer, assume all responsibility to be aware of and comply with, in their entirety and without exception, all local laws, restrictions and regulations related to ANY product purchased from us.

As the buyer, you do affirm that all of the following statements are true and correct.
(a) I am at least twenty-one (21) years old
(b) I am not making this purchase on behalf of any other individual but solely for my own personal use

(c) I have not renounced my U.S. citizenship

(d) I have never been discharged from any armed forces under dishonorable conditions

(e) I am not an unlawful or illegal alien, and I am not a nonimmigrant alien

(f) I am not a fugitive from justice

(g) I am currently not subject to any domestic violence restraining order

(h) I am not under indictment for, nor have I been convicted in court of a crime punishable by more than a year in prison or of any crime of domestic violence

(i) I am not an unlawful user or addict of any controlled substance

(j) I have not been adjudicated as mentally defective and/or been committed to any mental institution

You, without any reservation and with complete understanding, do agree that if any of the above statements are determined to be false or untrue, you will release, defend, indemnify, and hold harmless Army Surplus World and all of its affiliates, subsidiaries, parent companies, owners, agents, offices, and employees from and against any potential or actual civil and criminal liability or prosecution.

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