

## SHIPPING & RETURNS POLICY

At Sentinel Supply LLC (“Sentinel Supply”), we are committed to providing essential firearms, accessories, and tactical gear to law enforcement, military personnel, and public safety professionals. Due to the sensitive nature of many of our products and legal regulations, our shipping and returns policies are designed to ensure compliance, security, and customer satisfaction.

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### Individuals Who Can Purchase from Sentinel Supply

- Active-duty military with an active-duty identification
  - Retired military with retired military credentials
  - Honorably discharged veterans (requires 00214 or Veteran designation on state-issued ID)
  - Active reservists with military identification
  - Active national guard with military identification
  - Corrections officer (including parole and probation officers)
  - Sworn law enforcement officers (including federal, state, and county)
  - Retired law enforcement officers with “retired” credentials
  - Active or retired law enforcement with official agency documentation
  - Court officers with official agency credentials or official documentation
  - State/County/City Coroners with official agency credentials or official documentation
  - County Coroners
  - Full time first responders with current credentials or official documentation
  - EMT’s, Firefighters, Volunteer Firefighters, and Paramedics
  - Additional fire personnel, including Fire Marshalls and Arson Detectives
  - All Transportation Security Administration (TSA) employees
  - Commercial Pilot License holders, regardless of class
  - Federal Flight Desk Officers
  - Court Judges and Court Officers
  - District Attorneys and Deputy District Attorneys
  - NRA Certified Firearms Instructors
  - LE Academy of College students with proof of enrollment in a Criminal Justice Program
  - State-Licensed Security Professionals
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### Shipping Policy

#### Firearm Shipments

- Sentinel Supply complies with all federal, state, and county laws that pertain to shipping and shipping restrictions.
- Firearms can only be shipped to a valid Federal Firearms License (FFL) dealer.
- Firearms cannot be shipped to a P.O. Box.

- Customers are responsible for knowing and complying with all state and federal firearm regulations. Contact your local FFL dealer before placing an order to confirm their transfer policies and fees.
- The customer assumes all responsibility and costs for returned firearms due to FFL refusal or failure to receive.

### **FFL Transfers & Fees**

- Selecting an FFL dealer during checkout does not guarantee Sentinel Supply has the FFL on file. The customer may be required to provide FFL details.
- Changes to the FFL after the order has shipped will result in additional shipping charges.
- If an FFL is unavailable at the time of delivery, the package will not be held at the carrier hub and will be returned to Sentinel Supply. Additional shipping fees will apply for re-shipment.

**Exceptions:** Active-duty military personnel stationed outside their home state may purchase firearms across state lines. You may be required to provide proof of deployment or residence.

**Delivery Expectations:** Estimated delivery timelines are provided in good faith but are subject to availability, production schedules, and unforeseen delays. Sentinel Supply is not responsible for delays caused by third parties, supply chain disruptions, or force majeure events. Additionally, Sentinel Supply is not responsible for any loss, theft, or damage to shipments if the customer does not elect to purchase shipping insurance.

**Liability & Disclaimers:** We are not liable for indirect, incidental, or consequential damage arising from delays, defects, or any other cause beyond our reasonable control. Our liability is limited to the repair or replacement of defective items at our discretion.

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## **Return Policy**

To maintain compliance and product integrity, Sentinel Supply has a strict return policy.

- Returns are accepted within two (2) days of receipt of a purchase for a full refund, provided the item is returned to the original packaging, and in new, sellable condition.
- Please allow up to ten (10) business days after return is received and inspected for the refund to be processed.
- Any items returned after two (2) days of receipt will be eligible for store credit only.
- Sentinel Supply reserves the right to refuse any exchange or return.
- Products that cannot be returned at any time include, but are not limited to:
  - Firearms
  - Ammunition
  - Ammunition Components
  - Airguns
  - CO2

- Opened consumable items and cleaning kits
- Damaged or used items
- Items missing packing or accessories
- Body armor (all sales are final)
- Special order or customized items (engraved, decorated, altered, or otherwise modified)

### **Body Armor Policy**

- Due to liability concerns, all body armor sales are final.
  - We recommend officers be in uniform for fittings. If fitted out of uniform, the fit is at the customer's risk.
  - Alterations may incur a \$125.00 per change fee.
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## **Return Process**


1. Contact your sales representative to obtain a Return Merchandise Authorization (“RMA”) form and approval. Returns will not be accepted without prior approval and a signed RMA Form.
2. Ensure the item is in new and unused condition with all original tags and packaging.
3. Securely the item in its original packaging and ship it to:  
**Sentinel Supply LLC**  
**Attn: Returns**  
**3200 North Freeway**  
**Houston, Texas 77009**

### **Important Notes:**

- A 25% restocking fee applies to all returns.
  - Customers are responsible for shipping costs incurred related to returns unless the return is due to an error on our part, or the customer received products that are found to be defective.
  - Customers that are exchanging a product(s) which are confirmed to be defective by Sentinel Supply after return is received will not be charged for shipping costs to replace the defective product(s).
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## **Questions?**

For any shipping or return-related inquiries, please contact us:

 **Phone:** 713-936-1970

 **Email:** [info@sentinel-supply.com](mailto:info@sentinel-supply.com)

We appreciate your business and service to our communities!