



**Sentinel Supply LLC**

3200 North Fwy. Houston, TX 77009  
Office 713.936.1970 | Fax: 713.936.1969

## **TERMS OF SALE**

### **Estimates & Pricing**

All estimates provided by Sentinel Supply LLC (“Sentinel Supply”) are valid for thirty (30) days from the date of issuance unless otherwise specified in writing. Unless explicitly stated, estimates do not include sales tax, shipping and handling fees, shipping insurance, or payment processing fees.

Final pricing and freight charges are subject to change under the following conditions:

- The ordered quantity differs from the originally quoted amount.
- It is determined that the purchaser does not qualify for tax-exempt status.
- The customer chooses a payment method that incurs a processing fee (e.g., p-card, credit card, ACH).
- Market conditions, supplier pricing changes, or unforeseen external factors affect product costs.

All pricing adjustments, including but not limited to those resulting from fluctuations in material costs, tariffs, or supplier changes, will be communicated as soon as reasonably possible.

### **Payment & Invoicing**

Invoices are issued upon shipment of items unless otherwise agreed upon in writing. Payment is expected either at the time of shipment or prior to shipment, depending on the agreed-upon terms.

#### **Accepted payment methods:**

- Cash
- Check
- Credit card & P-Cards (subject to a 3% processing fee)
- Cashier’s check
- Electronic bank transfer (subject to a 1% processing fee)

For customers with approved charge accounts, payment is due within thirty (30) calendar days from the invoice date. If no payment terms are specified, payment is due upon receipt. Late payments are subject to a finance charge of 1.5% per month or the maximum rate allowed by law.

If a summary invoice is required, Sentinel Supply will accommodate by invoicing upfront once the order process is complete. Sentinel Supply reserves the right to place accounts on hold or deny future sales to customers with overdue balances.

### **Order Modifications, Cancellations & Returns**

#### **Order Modifications**

Any modifications requested after an order is accepted may result in pricing adjustments, additional fees, and changes to the delivery timeline. Sentinel Supply reserves the right to reject modification requests if fulfillment has already begun.

### **Order Cancellations**

- Cancellation requests must be made within twenty-four (24) hours of order placement.
- If the order has not shipped and the cancellation is made within this timeframe, no penalty will apply.
- Orders canceled after 24 hours may be subject to a 25% restocking fee.
- Once an order has shipped, it cannot be canceled.

### **Returns & Exchanges**

Returns are accepted only in accordance with our Shipping & Returns Policy.

- Items must be returned in their original, unused condition, accompanied by the original packaging and receipt.
- Returns made after two (2) days from the delivery date will be eligible for store credit only.
- Used, worn, washed, or damaged items are not eligible for return.
- Special order items, customized products, engraved/decorated merchandise, and items altered in any way are final sale and cannot be returned.
- Due to liability concerns, all sales of body armor, ammunition, and firearms are final.
- For agency trade-in and buyback programs, customers must refer to the Agency Trade-In and Buyback Terms & Conditions.

### **Shipping, Risk of Loss & Insurance**

Sentinel Supply provides estimated delivery timelines in good faith based on availability, production schedules, and logistics planning. However, Sentinel Supply does not guarantee specific delivery dates and is not liable for any damages, losses, or expenses arising from shipping delays caused by:

- Supplier shortages
- Third-party logistics failures
- Force majeure events (natural disasters, acts of war, strikes, etc.)

Customers bear the risk of loss once an order has been handed over to the carrier. Sentinel Supply is not responsible for lost, stolen, or damaged shipments if the customer does not elect to purchase shipping insurance. Customers are strongly encouraged to insure their shipments and review the Shipping & Returns Policy for additional details.

### **Limitation of Liability & Warranty Disclaimer**

Sentinel Supply makes no warranties, express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose. Customers acknowledge that all purchases are made at their own risk and accept the following limitations on Sentinel Supply's liability:

- Sentinel Supply's sole liability is limited to the repair or replacement of defective products at its discretion.

- Sentinel Supply shall not be liable for incidental, consequential, or indirect damages, including but not limited to loss of business, lost profits, or reputational harm.

Claims related to defects or incorrect shipments must be submitted within two (2) business days of receipt of goods.

### **Compliance & Eligibility to Purchase**

By purchasing from Sentinel Supply, customers represent and warrant that:

- They are legally authorized to purchase the products ordered.
- They will comply with all applicable laws and regulations regarding the possession, use, or resale of products.
- They will not use the purchased items in a manner inconsistent with local, state, or federal laws.

Sentinel Supply reserves the right to refuse sales to individuals or entities that do not meet purchasing requirements. Customers should review the Purchasing Requirements section for further details.

### **INDEMNIFICATION**

**By purchasing from Sentinel Supply, the customer agrees to indemnify, defend, and hold harmless Sentinel Supply, its officers, directors, employees, and agents from any claims, liabilities, damages, losses, or expenses (including reasonable legal fees) arising from:**

- **The customer's misuse or unauthorized modification of products.**
- **Any third-party claims related to the resale or use of the products.**
- **The customer's failure to comply with any applicable laws or regulations.**

### **Dispute Resolution & Governing Law**

Any disputes arising from purchases made with Sentinel Supply shall be resolved through binding arbitration in Houston, Harris County, Texas, where Sentinel Supply is headquartered. Arbitration shall be conducted under the rules of the American Arbitration Association. These Terms of Sale shall be governed by and interpreted in accordance with the laws of the state in which Sentinel Supply is registered, without regard to conflicts of law principles.

### **Intellectual Property Protection**

All products, branding, trademarks, and designs associated with Sentinel Supply are the exclusive property of Sentinel Supply. Customers may not reproduce, alter, or distribute any intellectual property without prior written consent. Unauthorized use of Sentinel Supply's proprietary materials may result in legal action.


### **Non-Refundable Deposits**

For custom orders, special order items, or high-value transactions requiring an upfront deposit, such deposits are non-refundable. Sentinel Supply reserves the right to determine deposit requirements based on the nature of the order.

## **Amendments & Policy Updates**

Sentinel Supply reserves the right to update, modify, or amend these Terms of Sale at any time without prior notice. Customers are encouraged to periodically review these terms to ensure they are aware of any changes that may affect their transactions. Continued purchasing from Sentinel Supply constitutes acceptance of the most recent Terms of Sale.

For further inquiries or clarifications, please contact our customer service team or visit our website.

 **Phone:** 713-936-1970

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

We appreciate your business and service to our communities!