

Kroll International, LLC Return Policy

Effective: September 14th, 2009

Kroll International, LLC will accept return of products within 30 days of ship date from our warehouse. All product returns must be accompanied by a Kroll International, LLC RMA document, with the RMA number clearly visible on the outside of the package. Additional product returned not authorized on the RMA document will not be accepted as a return or reimbursed, and will be destroyed on premise, and no credit will be issued. Returns must be sent via traceable carrier, for validation of receipt of goods and for insurance compliance. All returns will be processed in a timely manner and credits will be applied to your account. ALL product returned **will** be assessed a 15% restocking fee, unless the return is the result of an error made by Kroll International, LLC. All freight charges assessed to the return, are the responsibility of the customer, and will **not** be reimbursed by Kroll International, LLC unless the return is a result of an error made by Kroll International, LLC. Kroll International, LLC will not accept return or issue credit for the following items (including, but not limited to):

1. Body Armor
2. Undergarments (underwear, socks, t-shirts, base layers)
3. Any inner-wear clothing or product which comes in direct contact with skin
4. Batteries
5. Boots/Shoes
6. Caps/Helmets
7. Product with retail price marking of any type
8. Opened packages or packages showing evidence of tampering
9. Product not in original packaging, including case pack goods
10. Forensic testing supplies, equipment or drug and or alcohol testing kits
11. First aid or trauma treatment products
12. Worn or shopworn products
13. Any pepper spray or other defense spray.
14. Any special order products (including but not limited to): specific apparel fits, vehicular modification or customization products, special sidearm holsters or carriers, any apparel with custom embellishment, any hard goods requiring special embellishment, any product purchased for fulfillment of agency purchase order.

Any item returned not in accordance with this written policy will not be accepted as a return or reimbursed, and will be destroyed on premise by Kroll International, LLC and no credit will be issued.