

Alterations

- Alterations to smaller size subject to alteration fees and restrictions.
 - Part number GH-ALTER; price as noted on distributor price list.
 - Alteration form submission confirms distributor agreement to pay panel/concealable carrier alteration fee; separate PO not required.
 - External carrier alterations not accepted; PO required for new external carrier(s).
 - Alteration fee includes pre-paid FedEx Ground return labels to/from distributor.
 - Alterations: 1-2" length; 2-4" total waist; allowed trim/scoop(s). See Alteration Form.
- Alterations to larger size not accepted. Alterations outside Alteration Restrictions not accepted.
 - Distributor PO required for new panels/carriers in larger size.
 - Distributor may request a return of the original panels/concealable carrier(s) and will incur a 25% restocking fee. Prior approval required.
- Alteration policy for legacy panel shape remains unchanged.
 - Legacy panel shape alterations remain in legacy panel shape.

Restocking Fee

A distributor order is eligible for a return for credit minus 25% restocking fee only for concealable panels/carrier(s) that are either too small (requesting a larger size) or requesting trim outside of Alteration Guidelines (length reduction greater than 2" or total waist reduction greater than 4"). Approval is contingent upon product inspection confirming new condition and receipt of new purchase order for same officer; original vest is non-transferable and external carriers, accessories, and shipping are not eligible for return or restocking fee. The restocking fee process is to resolve sizing issues and is not a means to exchange product for different officers or ballistic models.

All requirements must be met for the return for credit (minus restocking fee) to be approved.

Restocking Fee Requirements

- Requests for return minus restocking fee must be submitted within 45 days of original invoice/shipment.
- Distributor submits request to customerservice@gharmorsystems.com.
- Customer Service provides RMA # for return and inspection based on requirements.
- Distributor must return original concealable vest and submit new purchase order for new panels/concealable carrier(s) for the same officer within 30 days of RMA # being issued.
 - Product should not be returned prior to RMA # being issued.
- RMA will be closed if vest is not returned and new purchase order is not received within 30 days.
- Credit will be issued for returned panels/concealable carrier(s) after the product has arrived at factory, passed inspection that product is in new condition, and distributor has submitted new purchase order for same officer.
 - External carriers, accessories and shipping are not eligible for return or restocking fee.
 - Vests that have been customized or previously altered outside of base sizes shown on Size Matrix (chest width, neck scoop, under arm scoop, etc.) are not eligible for return or restocking fee.
 - Customer is responsible for return shipping expense.

Non-Ballistic Product Return

- Returns of non-ballistic products are at the sole discretion of GH Armor.
- Product must be in new condition.
- Restocking fee may apply.

Return Accommodation

- Should GH Armor determine a return is the fault of GH Armor, distributor shall not be responsible for product replacement or freight charges.