



7-5-3 Academy
14835 E Shea Blvd, Suite C104
Fountain Hills, AZ, 85268

Shipping and Return Policy

Last Updated: **19 March 2022**

Shipping:

753 Academy LLC ("753 Academy") or its parent company Vitruvian Defensive Solutions LLC ("Vitruvian"), or any of Vitruvian's or 753 Academy's trainers, instructors, employees, subsidiaries, affiliates, representatives, successors or assigns, officers, servants, agents, staff and employees, and contractors, (hereinafter referred to as "Releases") are not responsible for not delivered, damaged, misplaced, delayed or lost packages. Customer accepts responsibility for packages shipped. Insurance is highly recommended and can be provided for additional cost. Contact us if you wish to add insurance to your shipment.

Releases' Shipping Department is closed on the weekends (Saturday & Sunday) and on all holidays identified by the Releases. Any orders placed during the weekend or on a holiday will be processed for shipping after the weekend or holiday and within the two business days. All orders are verified and processed for shipping within two business days of receiving payment. Orders will be shipped within two business days after being cleared and processed for shipping. Limited circumstances may also delay dispatch time (i.e. combined orders, order verification, high volume, etc.). A confirmation email will be sent when item is processed for shipping, and another when the items is shipped and will include shipping information.

Note: Some items cannot be shipped and we reserve the right to modify your shipping selection if necessary. Items can be picked up at the 7-5-3 Academy store location. Contact us for more information.

Orders are shipped within the USA to the lower 48 States (does not include Alaska, Hawaii, or USA territories) either via Freight, USPS, UPS, or other companies. If you prefer FedEx please contact us prior to ordering. Shipping methods and costs may change without notice after ordering, if so, customer will be notified of changes and options available. Our shipping methods will vary on availability; we reserve the right to select which shipping method is used. Shipping carriers include, but not limited to the following:

- Freight Flat rate (when available) up to 50-pounds - if order exceeds the 50-pound limit, the delivery cost is higher.
- USPS - Priority Express Mail or Priority Mail
- UPS - Ground, 3 day Select, 2-Day Air (non-weekend delivery), 2-Day Air (weekend delivery), UPS Next-Day Air Saver



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NOTE - The Coronavirus has severely impacted all shipping manufactures; no guarantee of service delivery date or time is being made at this time by either Freight, USPS, UPS, or FedEx. USPS has added between 2 to 4 days on their Priority Mail and Priority Express Mail service. However, shipping services strive to meet the guaranteed delivery times.

Returns:

The Releases will accept returns of goods within 30 days of shipment date based upon the following criteria:

All returns require a Return Merchandise Authorization (RMA) number. Requests for an RMA can be emailed to: **Returns@753academy.com**. Include the following information in all RMA email requests: receipt or invoice number from original shipment, quantity to be returned, and reason for return.

Additional goods returned but not authorized on the RMA document will not be accepted as a return or reimbursed. The Releases will notify the customer (“Buyer”) via email and phone call regarding the non-authorized goods received. The Releases are not responsible for incorrect contact information as provided by the Buyer, or for the Buyer not checking their email or phone numbers as provided to the Releases at time of order. The Releases are not required to actually speak with the Buyer or confirm the Buyer received the Releases notification of receiving a non-authorized good. The Buyer will have the option to have the goods shipped back to the Buyer at the Buyer's expense. If the Buyer does not respond within 15-days of being notified via email or phone call of the non-authorized goods being received by the Releases, the goods shall be determined to be “lost and found” goods. The Releases reserves all rights as the Releases owned property to the goods determined to be “lost and found” and reserves all rights to take action on goods to include disposal, hold, or resale. Any goods returned not in accordance with this written policy will not be accepted as a return or reimbursed, and the above procedures will be taken. If the applicable Buyer is not able to be contacted under the above circumstances, the goods in question will be determined to be lost and found goods.

All returns are subject to restock fee of 25% unless return is a result of an error made by the Releases or for Nonconforming Goods (identified below). If the manufacturer of the product assesses a fee exceeding 25%, the Buyer will be assessed the difference in addition to the Releases restocking fee accordingly.

Inspection and Rejection of Nonconforming Goods. The Buyer shall inspect the received Goods within 10- days of receipt (the “Inspection Period”). Buyer will be deemed to have accepted the Products in the condition received and thus not eligible for consideration as a Nonconforming Product, unless it notifies the Releases in writing of any Nonconforming Products during the Inspection Period and furnishes such written evidence or other documentation as required by the Releases. Buyer must contact the Releases by following the Return Merchandise Authorization (RMA) procedures identified above. “Nonconforming Goods” means only the following: (i) product shipped



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is different than identified in Buyer's purchase; or (ii) product's label or packaging incorrectly identifies its contents.

If Buyer timely notifies the Releases within the 10-days of receipt of any Nonconforming Products, the Releases shall, in its sole discretion, (i) replace such Nonconforming Products with conforming Products (if available), or (ii) credit or refund the Price for such Nonconforming Products, together with the selected method of paid shipping expenses incurred by the Buyer in connection there with the original purchase. If 753 Academy LLC exercises its option to replace Nonconforming Products and Buyer followed the RMA procedures identified above, a prepaid shipping label will be provided to the Buyer to return the item to 753 Academy LLC. 753 Academy LLC shall, after receiving Buyer's shipment of Nonconforming Product, ship to Buyer, at Buyer's expense and risk of loss, the replaced Goods to the Delivery Location. Buyer acknowledges and agrees that the remedies set forth in this section are Buyer's exclusive remedies for the delivery of Nonconforming Products. Except as provided under this section, all sales of Products to Buyer are made on a one-way basis and Buyer has no right to return Products purchased under this Agreement to 753 Academy LLC.

All authorized returns must be sent using the Releases provided prepaid shipping label.

All shipping costs are the responsibility of the customer returning the product, unless specified differently in these terms of return.

All returns must be in original packaging.

All refunds will be issued back to the form of payment originally provided, minus the 25% restock fee if applicable. Shipping fees paid by customer will not be refunded. If item is defective, contact us at info@753academy.com, to arrange for a prepaid shipping label and instructions on returning the item.

753 Academy LLC will not accept return of or issue credit for the following items (including, but not limited to):

- Items that are labeled "Discontinued" by 753 Academy LLC, regardless of disposition by the manufacturer
- Undergarments (including but not limited to: underwear, socks, t-shirts, base layers)
- Batteries
- Gloves
- Headwear
- All PDU Apparel (Professional Dress Uniform)
- Product with retail price marking of any type
- Opened packages or packages showing evidence of tampering to include tag removal or worn products outside of being worn for sizing purpose
- Product not in original packaging, including case pack goods
- First aid or trauma treatment products
- Worn or shopworn products
- Any special order products (including but not limited to): specific apparel fits,



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customized products, any apparel with custom embellishment, any hard goods requiring special embellishment, and any product purchased for fulfillment of an agency or organization purchase order.

753 Academy, LLC, reserves the right to change the any written policy at any time without notice. All updates will be posted here for consumer review. For other policy's, reference appropriate pages.

Contact Us

If you have any questions about the Shipping and Returns Policy, You can contact us:

- By email: policies@753academy.com
- By visiting this page on our website: <https://753academy.com/contact>
- By mail: 753 Academy, 14835 E Shea Blvd, Suite C104, Fountain Hills, AZ, 85268