



# SURVIVAL PRODUCTS

## - Online Store SHIPPING, & RETURNS - Terms, Conditions, & Policies Effective: January 1, 2018

### SHIPPING METHODS

1. All Orders are shipped FOB Trenton, NJ
2. All orders are shipped via United Parcel Ground Service, unless otherwise requested.
3. All orders will be shipped without insurance, unless otherwise requested. Please note that if you do wish to have your package insured additional shipping charged will be incurred after submitting your order.

### RETURN GOODS POLICY

1. **No returns are to be made without Switlik Parachute Company's prior approval.**
2. **Return shipments must be Pre-paid, packaged as securely as the original shipment, and marked in accordance with HAZMAT Shipping\*. Please call our Sales Department for a Return Goods Authorization (RGA) number prior to shipment. This RGA# must be referenced on all paperwork and must be marked on the outside of the shipping container.** Shipments will be refused without an RGA#, and will be returned to sender freight collect.
3. It is the receiver's responsibility to thoroughly inspect the contents of the shipment before signing for the materials.
4. Freight claims must be made with the office of the carrier, not with Switlik, within ten days of shipment.
5. There will be a **20% re-stocking charge** on all returned merchandise.
6. All returns must be shipped to:

**SWITLIK SURVIVAL PRODUCTS  
1325 EAST STATE STREET  
TRENTON, N.J. 08609**

Phone: (609)-587-3300 Fax: (609)-586-6647

\*Life Rafts are considered "**Hazardous Materials**" by Surface and Air Carriers. Their classification is:

- **UN2990, Life-Saving Appliances, Self-Inflating, 9**
- **For Airfreight: Packing instruction - 955**