

Warranty Refunds/Repairs and Non-Warranty Repairs:

PLEASE CALL TO CUSTOMER SERVICE AT 479-621-4201 TO GET A RETURN AUTHORIZATION NUMBER PRIOR TO SENDING BACK ANY PRODUCT FOR REPAIR.

Refunds:

Consumer may receive a full refund under the following conditions only:

- New, unused products purchased directly from DAISY OUTDOOR PRODUCTS
- Returned to DAISY OUTDOOR PRODUCTS within 30 days from date product was delivered to consumer.
- Product must remain in and contain all original packaging, manuals and accessories.

All refunds are subject to condition of merchandise received by DAISY OUTDOOR PRODUCTS, and must comply with the return policy.

All Returns:

Shipping and Handling Fees: Consumer is responsible for all shipping fees to DAISY OUTDOOR PRODUCTS, as well as all return shipping fees after repair or replacement. All shipping fees are non-refundable.

Restocking Fees: Items that are used, not in original packaging or otherwise not in new, sellable condition are subject to a minimum fifteen percent (15%) restocking fee.

DO NOT ATTEMPT TO DISASSEMBLE ANY ITEMS. ATTEMPTS TO CHANGE THE FUNCTION OR APPEARANCE OF ANY ITEM YOU PURCHASED FROM US WILL VOID THE WARRANTY AND YOUR RIGHT TO RETURN THE PRODUCT FOR A FULL REFUND.

All exchanges and refunds will be processed within two weeks from date of receipt of product at our facility.

All returns must include with the product:

- Your invoice with the product, and write the reason for your return (**exchange, refund, warranty repair**) and your phone number on the back of that invoice.
- A clearly written note explaining the nature of the problem, including your name, address, and telephone number.

DAISY OUTDOOR PRODUCTS warrants your airgun to be free of original defects in material and workmanship for a period of one year. Optics have a warranty on original defects in material and workmanship for a period of 90 days from date of purchase.

Warranty Repairs and Non-Warranty Repairs:

- Warranty includes parts and repair of any factory defect of material or workmanship. A copy of your original sales receipt is required unless your warranty information has been registered.
- Include with your product a detailed letter explaining the nature of the problem. Be sure to indicate your name, address, and telephone number. Allow six (6) weeks for repairs.
- In the event of a non-warranty repair, you will receive an estimate prior to any work being done. It is the customers' responsibility to ensure the safe return of any goods. We recommend you use a method of shipping that provides you with a tracking number and insurance options. DAISY OUTDOOR PRODUCTS IS NOT LIABLE FOR ANY DAMAGED, LOST OR STOLEN MERCHANDISE DURING SHIPPING.

WARRANTY EXCLUSIONS:

WARRANTY ONLY APPLIES TO DEFECTS THAT OCCUR WITHIN NORMAL USE OF THE PRODUCT. WARRANTY SPECIFICALLY EXCLUDES PRODUCTS UNDER THE FOLLOWING CONDITIONS:

- Used in a manner other than specified in the operations manual.
- Normal wear and tear from regular use
- Not properly maintained in compliance with handling instructions.
- Damaged parts as a result from misuse, neglect or tampering, including but not limited to mainsprings, seals, sights, trigger guards, and butt plates.
- Altered or repaired, or evidence of attempt of alterations or repairs, by persons other than a certified DAISY OUTDOOR PRODUCTS technician.

Should DAISY OUTDOOR PRODUCTS choose to replace the product, and the product is no longer available at the time warranty service is required, a substitution of similar performance and equal value will be made.

To return a DAISY OUTDOOR PRODUCTS product for repair, replacement, or refund, ship to:

DAISY OUTDOOR PRODUCTS Service Center

1700 N 2nd Street
Rogers, AR 72756

Canada residents for repair or replacement, please contact:

Gravel Agency

Quebec, QC

csr@gravelagency.com

ph: 866-662-4869

fx: 418-682-3343

www.gravelagency.com

DAISY OUTDOOR PRODUCTS warrants this product to be free of original defects in material and workmanship. This warranty is not transferable and as such is limited to the original purchaser. This warranty applies only to goods purchased in the United States. At its option, DAISY OUTDOOR PRODUCTS will repair or replace this product without charge for parts and labor upon an inspection by DAISY OUTDOOR PRODUCTS that the product does not indicate a defect caused by tampering or disassembly, or any other warranty exclusion as listed within this returns policy. In the event of a non-warranty repair, you will receive an estimate prior to any work being done.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. AS DEFINED BY FEDERAL LAW, THIS IS A LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS OF IMPLIED WARRANTY, SO THIS LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, ANY SUCH IMPLIED WARRANTY IS LIMITED TO THAT REQUIRED BY LAW. DAISY OUTDOOR PRODUCTS SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR OTHER ECONOMIC OR COMMERCIAL LOSSES. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. DAISY OUTDOOR PRODUCTS MAKES NO IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS (FOR A PARTICULAR PURPOSE). THE SOLE REMEDY PROVIDED IN THIS WARRANTY IS REPAIR OR REPLACEMENT OF THE PRODUCT.

For non-warranty repair charges, contact Daisy Customer Service at 479-621-4201.

Guidelines for Good Packaging

Empty heading

You can help to ensure that your package arrives safely please use these packaging guidelines:

- Use a rigid box with flaps intact
- Remove any previous labels and other previous shipment markings on the box that are no longer applicable
- Wrap all items separately (do not use personal clothing, towels, bedding)

- Use adequate cushioning material; bubble wrap, foam, packing peanuts, packing cardboard or packing paper, etc.
- Use strong tape designed for shipping
- Do not use string or paper over-wrap
- Use a single address label that has clear, complete delivery and return information