



Returning Merchandise to Bill Hicks & Co., Ltd.

- All merchandise being returned to Bill Hicks & Co., Ltd. (BHC) must have a Return Authorization number (RA#).
- No merchandise will be returned, nor will accounts be credited, without a valid RA#.
- RA# is valid for two weeks.
- Returns must take place within 30 days of the invoice date.
- All returns will be subject to a 10% restocking fee if procedures are not followed.

Return Process:

1. Fill out the [Return Authorization Request Form](#) on BHC's website and click submit.
2. Once BHC has processed your request, you will receive an email that contains your RA# and additional instructions on how to ship your return. You must ship your authorized return within five business days.
3. Once you receive your RA#, please make sure the RA# is clearly marked and visible on the exterior of the shipping container. Returned merchandise should be sent back in such a way that it is in like-new/saleable condition.
Please do not write on any merchandise or its manufacturing packaging.
If the RA# is not visible on the shipping container, the return could be refused.
4. If re-using a shipping box, please remove non-applicable Hazardous Materials packaging labels and markings.
5. Include a copy of the original invoice.
6. Shipments over **\$100.00** must be insured at customer's expense.
Shipping costs incurred in the return of merchandise are the customer's responsibility unless there was an error made by Bill Hicks & Co., Ltd.

Merchandise may only be returned to:

**Bill Hicks & Co., Ltd.
15155 23rd Avenue North
Minneapolis, MN 55447**

Damaged or Missing Merchandise:

- Any damaged and/or missing merchandise must be documented with the delivering carrier at the time of the delivery, as well as communicated to Bill Hicks & Co., Ltd. immediately.
Please submit the incident to: bhc.shipping@billhicksco.com
- ***Bill Hicks & Co., Ltd. is not responsible for goods damaged or lost in transit.***
- ***Bill Hicks & Co., Ltd. is not responsible for Drop Shipping Vendor Fraud.***
- ***Bill Hicks & Co., Ltd. will only be responsible for credit up to \$100 on shipments sent without a signature release upon approval of loss or damage claim from the carrier.***
- ***Shipping shortages must be reported to BHC Customer Service within three business days of the delivery date. Call 1-800-223-0702 to report any problems.***

Undelivered Returns/Address Correction Requests:

- Return To Shipper (RTS) are billed at a flat rate of \$20 to the dealer.
- Address Correction or Address Changes on a shipment are billed depending on the national or regional shipping service charges.

Merchandise Warranty / Repair:

- *Bill Hicks & Co., Ltd. is not a warranty repair station.*
- *Defective merchandise must be returned to the manufacturer for warranty work/repair.*

Firearms:

- Bill Hicks & Co., Ltd. will not accept returns for firearms that have been transferred to an end consumer, or have been fired.
- Bill Hicks & Co., Ltd. will not accept returns on barrels, uppers, etc., that have been fired.
- Blemished Guns or "Z" Guns cannot be returned unless there was an issue during the shipment.
- *Please see separate policy for National Firearms Act (NFA) related firearms.*

Optics/Sights:

- Optics, iron sights, red dot sights and mounts must be brand new, undamaged, and unopened in the package to be eligible for a return.
- If any sign of installation has been attempted or completed, returns will not be accepted by Bill Hicks & Co., Ltd.
- *Unapproved merchandise returns will be returned to the customer at the customer's expense.*

National Firearm Act (NFA) Regulated Merchandise:

- NFA regulated merchandise that has been shipped and is being returned is subject to a 25% restocking fee.
- NFA regulated merchandise canceled before shipment is subject to a 10% restocking fee.