



# TYR TACTICAL®

## PURCHASING TERMS AND CONDITIONS

### TO PLACE AN ORDER:

**PHONE:** Call Toll Free (US Only) 1-888-602-7667; International (All other countries) 1-623-240-1400

**ONLINE STORE:** [www.tyrtactical.com](http://www.tyrtactical.com)

**FAX:** 1-623-977-4299

**MAIL:** TYR Tactical®, Attn: Sales, 9330 N 91st Ave. Peoria, AZ 85345

**PAYMENT METHODS:** We accept VISA, MasterCard, AMERICAN EXPRESS, DISCOVER, U.S. Government SmartPay (formerly I.M.P.A.C.) credit cards & GSA. All payments must be in US funds.

Sale of certain items is restricted to Active Duty Military and Law Enforcement personnel only. Due to US State Department Regulations, we are not allowed to ship certain items out of the United States. Please call for details.

### SHIPPING & HANDLING:

Unless other arrangements are made, all products are shipped from our warehouse Monday through Friday (except holidays).

**STANDARD:** In-stock merchandise normally ships within (1 to 2) business days after the order is processed. New and out of stock products can take up to 120 days to be fulfilled.

#### CURRENT LEADTIMES

**INTERNATIONAL SHIPMENTS:** Some oversize or heavy items are also subject to additional shipping fees. Customers are responsible for duties, taxes or customs clearance fees.

**APO/AE/FPO DELIVERIES:** All shipments made to APO, FPO, or DPO addresses are shipped via United States Postal Service Priority Mail. Packages are labeled in accordance with the US Postal Service guidelines. TYR Tactical® is not responsible for lost, stolen, or damaged goods.

### AVAILABILITY & BACKORDERED ITEMS:

Many TYR Tactical®, Revere K9™ & Huron™ products are [currently made to order](#). However, in the event an item is back-ordered, it will be shipped as soon as possible.

#### CURRENT LEADTIMES

### PRICING & SPECIFICATIONS:

Merchandise prices and specifications are subject to change without notice. While we make every effort to insure that pricing and descriptions are correct, inadvertent typographic, photographic, descriptive and pricing errors may occur and are subject to correction.



# TYR TACTICAL®

## PURCHASING TERMS AND CONDITIONS

### RETURNS AND EXCHANGES:

TYR Tactical® is committed to providing you with quality products that you can depend on. If within 30 days of your shipment the product that you receive is not up to your standards, call us at 1-888-602-7667 and request a Return Merchandise Authorization. All returns and exchanges will be handled on a case by case scenario. You will be asked to print a copy of the Return Authorization and include it with the merchandise you will be returning. Do not return the product without a Return Authorization. All refunds will be issued back to the original form of payment less shipping and handling.

Please allow 5-7 business days from our receipt of your return for the refund or exchanged to be applied or shipped.

**TYR TACTICAL® RESERVES THE RIGHT TO INSPECT, REPAIR, AND/OR REPLACE ITEMS BEING RETURNED AS DAMAGED OR DEFECTIVE AT OUR DISCRETION. PRODUCT RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE.**

### NON-REFUNDABLE ITEMS:

- Worn, Altered or Customer-Damaged Items
- Hard Armor Plates
- Ballistic Shields
- Custom Manufactured Products
- Special Order Items

**DUE TO THE CURRENT COVID-19 PANDEMIC, WE ARE NOT ACCEPTING RETURNS OR EXCHANGES ON THESE SPECIFIC ITEMS:**

- Huron™ DLV Buckle Accessories
- Huron™ DLV Soft Face Mask
- Huron™ N95 DLV Mask Filters

### LOCAL, STATE & FEDERAL ACCOUNTS:

TYR Tactical® offers local, state and federal agencies the option to establish Open Accounts (Net 30) by providing the following information:

1. Signed request on Department or Agency letterhead by Chief, Department Head, Director or other person with authority requesting "Net 30" terms.
2. Billing address (U.S. Accounts Only)
3. Name(s) of designated purchaser(s)
4. Shipping address, telephone and fax number, email addresses of designated purchasers.
5. Credit application may be required to set up a new account

\* For more information on how to establish an open account for your Department, please call toll free 1-888-602-7667 or mail your request letter to: TYR Tactical®, Attn: Open Accounts, 9330 N 91st Ave Peoria, AZ 85345

ALL ACCOUNTS & PAYMENT TERMS ARE SUBJECT TO APPROVAL BY TYR TACTICAL®



# TYR TACTICAL®

## PURCHASING TERMS AND CONDITIONS

### HOW TO CONTACT US:

PHONE: Call Toll Free (US Only) 1-888-602-7667; International (All other countries) 1-623-240-1400

ONLINE STORE: [www.tyrtactical.com](http://www.tyrtactical.com)

FAX: 1-623-240-1428

MAIL: TYR Tactical®, Attn: Open Accounts, 9330 N 91st Ave. Peoria, AZ 85345

EMAIL: [info@tyrtactical.com](mailto:info@tyrtactical.com)

Hours of operation: 9:00 am to 4:00 pm, Monday through Friday, Mountain Standard Time. Orders by fax may be placed using our 24-hour fax line: 1-623-240-1428.

**DUE TO COVID-19 ALL OF OUR FACILITIES ARE CLOSED TO WALK-IN CUSTOMERS AND CUSTOMER PICK-UP IS UNAVAILABLE.**

### NOTE:

*The products and information described on this website are provided for the purpose of purchasing decisions only. TYR Tactical® encourages all individuals to seek professional training and certification for proper use of the items displayed on this website either from TYR Tactical® personnel or an outside training source.*

*In order to use the products safely and effectively, appropriate training must be obtained by individuals using any tactical equipment or device. TYR Tactical® is not responsible for any person sustaining injury while using tactical products.*

*The user assumes all risks and liability when undertaking activities using these products.*

*TYR Tactical® is not responsible for items that have any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.*

*TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE*