



BILSON ARMS, LLC.

Limited Warranty

BILSON ARMS, LLC warrants to you, the original retail purchaser of a new BILSON ARMS firearm or part which was manufactured at our facility, that the BILSON ARMS firearm or part will be free of defects in material or manufacture. This is the only express warranty on the BILSON ARMS firearm or part manufactured at our facility.

BILSON ARMS MAKES NO OTHER WARRANTIES OF ANY KIND OR CONDITIONS, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Purchaser's Remedy: BILSON ARMS will, at its sole discretion, (1) repair the BILSON ARMS firearm or part, upon examination and testing by BILSON ARMS, does not conform to the Limited Warranty and without charge to you for parts or labor, or (2) replace the BILSON ARMS firearm or part, with a new or similar model.

This remedy shall be your exclusive and sole remedy for any breach of warranty. Bilson Arms shall not be responsible for any other expenses, losses, or inconvenience that you may sustain as a result of the purchase, use, malfunction, or defective condition of the Bilson arms firearm or part.

BILSON ARMS reserves the right to inspect, examine and/or test the BILSON ARMS firearm or part to assess any claim made under the Limited Warranty.

Exclusions: this warranty does not cover the cosmetic appearance of the Bilson Arms firearm or part, or any damage caused by: (1) normal wear and tear; (2) failure to perform proper care and maintenance; (3) accidents, abuse or neglect; (4) barrel or bore obstructions; (5) failure to follow the instructions and warnings that accompany the Bilson arms firearm or part; or (6) the use of defective, non-saami standard, re-manufactured, hand-loaded, and/or reloaded ammunition.

In addition, any unauthorized repairs, alterations, or modifications to the Bilson Arms firearm or part will automatically void the limited warranty.

Limitation of damages: except where it is prohibited by law, Bilson arms will not be liable for any loss or damage whatsoever arising from the use of this Bilson Arms firearm or part, whether direct, indirect, special, incidental, consequential, or punitive, regardless of the legal theory asserted, including contract, warranty, negligence, or strict liability. Some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

Warranty Service: To obtain service under this Limited Warranty, you must contact BILSON ARMS by phone prior to returning the BILSON ARMS firearm or part and return the BILSON ARMS firearm or part as directed by BILSON ARMS. Do not ship firearms or part to BILSON ARMS without first contacting BILSON ARMS. You are responsible for all shipping costs to BILSON ARMS. BILSON ARMS will not accept COD shipments of any BILSON ARMS firearm or part for service.

After repair, the BILSON ARMS firearm or part will be returned to you, return postage paid by BILSON ARMS. In the event we replace the BILSON ARMS firearm or part, we will retain the firearm or part that you returned to BILSON ARMS.

Modification of Warranty: No agent, representative, distributor, or authorized dealer of BILSON ARMS, LLC has any authority to modify the terms or conditions of the Limited Warranty in any way. The Limited Warranty may only be modified in writing by an authorized officer of BILSON ARMS, LLC as listed in the company's business filings, found on the Louisiana Secretary of State website.

THIS LIMITED WARRANTY IS EFFECTIVE AUGUST 1, 2021.



BILSON ARMS, LLC.

Return Policy

Returns Policy and Process If you buy a product from Bilson Arms and decide to change your mind, we'll take it back any time with a few exceptions.

We require proof of purchase to honor all refunds. Only the original account or purchaser may return an item. Please include your proof of purchase with the products you wish to return in their original packaging if possible. Any items returned within 45 days of delivery are entitled to a refund to the original method of payment or identical exchange. If the original method is cash, check, or credit card that has expired, a Bilson Arms store credit will be issued. Any items returned after 45 days of delivery will be issued a Bilson Arms store credit.

Any returns received that do not qualify for a refund will be returned to the customer at their expense. This includes, but is not limited to, items that are non-returnable, misused, lacking proof of purchase, or not purchased from Bilson Arms. In addition, any products that are subject to pending or implemented restrictions due to Federal, State, or Local regulation/legislation are not eligible for return. Bilson Arms inspects all returned products and reserves the right to decline returns or exchanges. Other restrictions may apply.

How to Return an Item Returns received by methods outside of this process, may experience additional processing delays. You must first contact BILSON ARMS by phone prior to returning the BILSON ARMS firearm or part and return it as directed by BILSON ARMS.

Do not ship firearms or part to BILSON ARMS without first contacting BILSON ARMS.

Essentially, you will pack the return securely, in the original package if possible, and include a copy of your original invoice. Affix your shipping label to the package, making sure no other tracking labels are showing.

Returns at a Glance/ FAQ What products are NOT eligible to be returned? Firearms and FFL purchases carry a Bilson Arms Limited warranty, and consideration should be given for any product issues, to have Bilson Arms address the issue through the Limited Warranty process. 80% frames and receivers cannot be returned once the receiver or frame is modified in any way. Any products that are subject to pending or implemented restrictions due to Federal, State, or Local regulation/legislation are not eligible for return.

How long do I have to return an item? Anytime. Any items returned after 45 days of delivery will be issued a Bilson Arms store credit.

When can I expect my refund? Refunds generally take 7-10 business days to process once received into our return area.

How can I receive a refund for my order? Any items returned within 45 days of delivery are entitled to a refund to the original method of payment or identical exchange. If the original method of payment is cash, check or credit card that has expired, a Bilson Arms store credit will be issued. Any items returned after 45 days of delivery will be issued a store credit.

I received the item as a gift. How can I receive a refund? Refunds require proof of purchase, and we would need the account information of the person who purchased the item to process a refund.

Can items I purchased online be returned to the Retail Store? Yes, items purchased online can be returned to the Retail Store. Please bring the invoice when returning any item. Your return will be processed the next business day and may take 7-10 days to show on your credit card account.

Return of Firearm Purchases All firearms purchased carry the Bilson Arms Limited Warranty. Any product or service issue should be submitted to Bilson Arms for warranty service first. In the rare instance there is a problem with your firearm purchase, you have up to 45 days from the date of the order to contact us.

Returns on firearms will only be considered in accordance with the terms listed below.

1. You are the original purchaser.
2. You have your original receipt with the printed date and description of the item.
3. We will not accept any firearms in return that have been modified.
4. The buyer is responsible for the safe transport of any items back to Bilson Arms.
5. Based on the condition of the firearm when returned, Bilson Arms may decide to offer a partial refund only.



BILSON ARMS, LLC.

FFL Shipping & Standard Shipping

FFL Items

There are some products listed on our website that require Bilson Arms to have a Federal Firearms License (FFL) on file to ship. A serial number is stamped on these items, and these items are regulated by the Bureau of Alcohol, Tobacco, Firearms & Explosives (BATF). Regulated items are firearms, receivers (Lower & Barreled), frames, actions, and suppressors.

It is the buyer's responsibility to be in Compliance with all Federal, State, and Local laws in the buyer's area.

There is a \$10 FFL processing fee charged by Bilson Arms on orders containing FFL items. Although, this fee is per order, not per item.

Usually, when Bilson Arms ships FFL required items, it is done via FedEx. Buyers must be at least 21 years of age to receive FFL items.

FFL Ordering Process for Firearms, Receivers, Frames, & Actions

1. If you hold a current Federal Firearms license and place an order for FFL items, Bilson Arms will need to have a clearly signed copy of your current FFL. All orders will remain on hold until we can obtain a clearly signed copy of your current FFL by email, fax, or mail. Once this information is received and/or verified, the order will be processed and shipped.

2. If you do not hold a Federal Firearms license, Bilson Arms can provide a Showcased Dealer listing to choose from and is the easiest way to complete your purchase. Bilson Arms Showcased Dealers have already agreed to perform transfers for FFL items purchased from Bilson Arms. There is no need to contact a Bilson Arms Showcased Dealer. Just select the dealer on the Bilson Arms website, pay for your items, and it automatically ships to the dealer.

3. Alternatively, if you choose to go through an FFL holder who is not a Bilson Arms Showcased Dealer, you'll have to contact the FFL holder to coordinate a transfer of the FFL required items. FFL holders usually charge a fee for performing transfers. A PDF version of a clearly signed FFL may be emailed to us at billy@bilsonarms.com. They may also fax a copy to 337.330.0066. If they choose to mail a copy of their FFL to Bilson Arms, they can send it to: Bilson Arms, LLC 1258 Petroleum Pkwy Broussard, Louisiana

70518 Bilson Arms will need verbal or written permission from the FFL holder for you to use their FFL for the transfer. Make sure that the FFL holder references your name and Bilson Arms order number and/or customer account number if you know them.

4. Once we have a clearly signed copy of the FFL holder's current FFL and we get it associated with your order, the order will be processed and shipped to the address listed on the FFL.

5. Once the items arrive, go to the FFL holder to complete the background check and transfer process, and pay any applicable fees and taxes. Check your local laws for what documents or identification you'll need to take with you to complete the transfer.

Shipping Methods

Our current shipping method is via UPS. Costs are calculated at check out and any items the ATF considers a firearm, (rifles, 100% lower receivers, etc) MUST be shipped overnight. NO EXCEPTIONS! These items are shipped only to the FFL you have chosen and only after we have received a copy of their license. We will contact them at the time you purchase the gun or gun part considered a gun. At check out on the website, you will put in the address and name of the FFL. WE can then contact them while running the background check.

All other items the consumer will have a choice in delivery such as ground, 2-day, overnight, etc.

NOTE: The website defaults to using an FFL address. Should you be purchasing items that do not require an FFL's involvement, you must click the box that states this, or your order will not go through properly.

An estimated delivery date is provided during the checkout process. This is calculated based off the factors of your order (time order placed, shipping method, location of shipping address). Weekends and holidays are also taken in account when the estimated delivery date is provided.

Standard Delivery Standard is our economic shipping option. \$4.95 on orders less than 1 pound, \$6.95 on orders greater than 1 pound (free for Edge members). Expect 5-7 Business days for delivery. Standard service ships with USPS final delivery and must be shipped to a valid Postal Address. Delivery methods may include USPS, SmartPost, SurePost, or UPS Mail Innovations. This option is unavailable for FFL items, Limited Quantity (LQ), aerosol and hazardous products that have carrier restrictions.

Ground Delivery We'll ship anywhere in the lower 48 states for only \$9.95 (up to 200 lbs). Expect 3-5 Business days for delivery. Delivery methods may include FedEx, UPS, or USPS. Ground Shipping to Hawaii, Alaska, Puerto Rico and the US Territories is through USPS Priority. Orders shipping via USPS Priority and over 5lbs will require an additional \$10 charge. There are a small number of products that don't qualify for our Ground Delivery Program. 2 Business Days Delivery Have your entire order shipped 2 Business Days for \$19.95 (up to 200 lbs), including orders to Hawaii, Alaska, Puerto Rico and the US Territories. This option is unavailable for LQ, aerosol, and hazardous products. Some products do not qualify for the flat-rate 2 Business Days Plan. 2 Business Days orders must be placed by 1 pm CST Monday - Friday, to ensure prompt delivery. 1 Business Day Delivery Have your entire order shipped in 1 Business Day for \$29.95 (up to 200 lbs), including orders to Hawaii, Alaska, Puerto Rico and the US Territories. This option is unavailable for LQ, aerosol, and hazardous products. Some products do not qualify for the flat-rate 1 Business Day Plan. 1 Business Day orders must be placed by 1 pm CST Monday - Friday, to ensure prompt delivery. Saturday Delivery Saturday Delivery is an additional \$20.00 and is only available for phone orders placed by 1 pm CST Thursday & Friday; shipping via 2 Business Days or 1 Business Day.

To find out whether Saturday delivery is available in your area contact billy@bilsonarms.com. Truck Shipments Orders weighing more than 200lbs require truck shipment. Certain bluing kits and other heavy items are only deliverable by Truck, either because they're too heavy or because they are considered hazardous. Please call if you have any questions about your shipment. Since truck charges vary from order to order, please contact us at 337.314.9481 to receive a shipping charge quote. Backorder Shipping If part of your shipment is backordered, we will ship your items to you when they become available via our Standard shipping method. Backordered items are never charged an additional shipping fee. Additional Fees and Regulations FFL (Federal Firearms License) required purchases have an additional \$10.00 processing fee. Receivers, actions, and frame sales require an FFL and are only allowed with the strictest adherence to federal regulations. Such orders will be held at Bilson Arms until we verify your FFL is on file.

FFL requirements are as follows:

- 1. It must be a current, certified copy with an original signature in ink!**
- 2. If it has been changed or altered in any way it will be considered invalid.**
- 3. FFL purchases will only be sent to the address on the FFL - no exceptions.**
- 4. We will keep your FFL on file until it expires, at which time you will need to send Bilson Arms a renewed, certified copy.**