

# EPIC ARMOURY

EPICARMOURY.COM | +45 65 91 97 02 | INFO@EPICARMOURY.COM

## DEAR CUSTOMER

Thank you for your purchase and we hope that you will buy from us in the future! We have been making LARPing gear for over 10 years and continue to be humbled and delighted by your creativity and passion, which in turn inspire us to create better and more compelling products.

## RETURNING PRODUCTS

Should you want to return the product to us, there are two ways to return a product to us, depending on why you want to return it to us. 1 Returns and 2 Defects. Be aware that the Return address is not always the same as the shipping address, which is why you should always check the address at the bottom of the Return form.

## RETURNS

If you receive a product and you aren't happy with it for whatever reason, either because it is the wrong size or if the colour or item is not what you expected and it has been less than 30 days since you bought and received your product, you simply have to fill out a Return form, repackage the product in its original box and ship it back to us. If it has been under 30 days since your purchase, we will refund a product that lives up to the requirements written above. For health issues we do not take back open containers of makeup or contact lenses unless you call us to explain the situation beforehand.

## DEFECTS

If you detect a manufacturing defect in your product within 2 years of purchase, we will repair or replace the product. Send us an email with your invoice or order number, description of the defect with photos. We will then investigate the issue and suggest the best course of action for you.

Please make sure to be thorough in your description and take good, well-lit photos that highlight the issue, so we can make the best decision.

## FAQ

### **What can I return?**

You may return all new, unused items sold and fulfilled by epicarmoury.com within 30 days for a full refund. 2 years if it is a defective item.

### **When will I receive my refund?**

It will take about a week after your item has arrived at the delivery point and if the item lives up to the requirements listed in the Returns section.

If you have any other questions, please write us at [INFO@EPICARMOURY.COM](mailto:INFO@EPICARMOURY.COM)



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## RETURN FORM – USA

PLEASE FILL OUT THE REQUIRED INFORMATION BELOW, SO WE CAN MAKE THIS AS QUICK AND AS EFFORTLESS AS POSSIBLE!

|  |               |        |        |
|--|---------------|--------|--------|
| Full Name  |               |        |        |
| Address  |               |        |        |
| Zip / Postal Code                                  |               |        |        |
| Country  |               |        |        |
| Phone  |               |        |        |
| E-Mail   |               |        |        |
| Order Number:                                      |               |        |        |
| Make sure to mark if this is a Return or a Defect. |               |        |        |
| Item #   | Product name: | Return | Defect |
|  |               |        |        |
| Note:  |               |        |        |
|  |               |        |        |
| Note:  |               |        |        |
|  |               |        |        |
| Note:  |               |        |        |
|  |               |        |        |
| Note:  |               |        |        |
|  |               |        |        |
| Note:  |               |        |        |

**PLEASE REMEMBER TO PLACE THIS FORM WITH YOUR RETURNED WARES  
WHEN YOU HAVE FILLED OUT THIS FORM SEND IT TO THIS ADDRESS:**

**EPIC ARMOURY RETURNS, IRON FORTRESS AMERICA INC.  
7301 INTERMODAL DR., LOUISVILLE, KY 40258**

If you have any other questions, please write us at [INFO@EPICARMOURY.COM](mailto:INFO@EPICARMOURY.COM)