

RETURNS & EXCHANGES

CUSTOMER SATISFACTION

MA Armament Inc., prides itself on safe, quality, yet affordable products. When you buy from RMA Armament, you are investing your life to our products, which is why we go above and beyond when it comes to safety, quality, affordability, and satisfaction.

INCIDENT GUARANTEE

MA Armament Inc., stands behind our products.

In the event that your hard or soft body armor, purchased from RMA Armament Inc., saves your life in a law abiding situation, we will replace the affected armor at no cost, with the verification of a police and/or incident report.

WARRANTY

Hard armor:

MA Armament, Inc. has a wide variety of armor and ALL hard armor sales are FINAL. However, each piece of armor has the ballistic warranty posted on the product page as well as on the product label. A 1 year workmanship warranty is issued for all soft and hard armor.

Soft Armor:

Fitment – RMA Armament Inc provides a 10 day fitment guarantee on soft armor.

Workmanship – RMA Armament Inc provides a 1 year workmanship warranty on all soft and hard armor. This does not include normal wear and tear.

Ballistic Warranty – RMA Armament Inc lists the ballistic manufacturer's warranty on the product page as well as the label on the product. Please check these places for the ballistic warranty.

Helmets:

Fitment – RMA Armament Inc provides a 10 day fitment guarantee on helmets.

Workmanship – RMA Armament Inc provides a 1 year workmanship warranty on helmets. This includes exterior coating/paint, retention & suspension pads, accessory rails, shrouds, and bungees and other applicable accessories This does not include normal wear and tear.

Ballistic Warranty – Helmets have a 5 or 10 year warranty on ballistics, depending on which model. Please see Avon Protection's [warranty guide](#) for more information.

Clothing:

Fitment – RMA Armament Inc provides a 10 day fitment guarantee on clothing.

Workmanship – Brand dependent. Please see product page for more information

Carriers:

Fitment – RMA Armament Inc provides a 10 day fitment guarantee on carriers.

Workmanship – Brand dependent. Please see product page for more information

Accessories:

Fitment – RMA Armament Inc provides a 10 day fitment guarantee on accessories.

Workmanship – Brand dependent. Please see product page for more information

RETURNS & EXCHANGES

All returns & exchanges are issued at the sole discretion of RMA Armament Inc. Applicable products are eligible for a return or exchange if initiated within 10 days of receipt, and the product(s) is/are in new, unused condition with all tags still attached. **Returns are subject to a restocking fee.** The customer is responsible for any return shipping costs associated with returning the product.

Procedure for Return

If you would like to make a return and your product is in new, unused condition, simply follow these 3 steps:

1. Email us at customerservice@rmadefense.com with your Name, Order Number, and reason for return. Once this email is received we will reply as soon as possible with your unique Return Merchandise Authorization number to include with your shipment. **No returns will be issued without a Return Merchandise Authorization unless otherwise stated.**
2. Ship the return back to us:

[Returns] or [Exchange]
22800 Dewey Rd.
Centerville, IA 52544
3. Once we receive the product(s) our team will check the condition of the product. Once approved we will proceed with the exchange or refund. Refunds are typically issued the same day as approval but may take up to 2 weeks.

REFUNDS

All refunds are issued at the sole discretion of RMA Armament Inc.

Original shipping & handling not included in refund.

CANCELLATION

There is a 10% cancellation fee when canceling an order. This is stated during the checkout process and covers the initial transaction fee, the refund transaction fee, and the administration fee.

QUESTIONS?

Please email customerservice@rmadefense.com or call 866-978-7103 with any questions.