



RETAIL SPECIAL ORDER POLICY

1 WHAT IS A SPECIAL ORDER?

- Special orders are items not regularly stocked in-store and are ordered specifically at the customer's request.

2 HOW TO PLACE AN ORDER

- Customers must provide detailed specifications, including the Manufacturer Item Number, color, and any other relevant details.
- To initiate an order, email Retail@88Tactical.com with the necessary information.

3 PROCESSING TIME

- Estimated processing time will be communicated at the time of order placement.
- Delays may occur due to supplier availability or shipping issues—customers will be notified promptly.

4 PAYMENT TERMS

- Full payment is required before the order is placed with the supplier.
- Payments can be made in-store or via a payment request sent to the customer's email.

5 RETURNS & CANCELLATIONS

- Special orders are non-returnable and non-refundable, unless the incorrect item is received.
- Canceled orders are subject to a 15% restocking fee if they cannot be canceled with the distributor (for items in "shipped" status).

6 ORDER PICKUP & SHIPPING

- Customers will be notified when their special order arrives at the store.
- Orders can be picked up in-store or shipped within the continental U.S.
- Customers are responsible for all shipping and handling fees.

7 CUSTOMER SERVICE & ASSISTANCE

- Our staff is available to assist with any questions or concerns regarding special orders.
- We strive to provide clear communication and timely updates.
- Contact us at (402)-933-7171 or Retail@88Tactical.com.