

Return & Exchange Policy

Return requirements vary for in-store and online purchases. Please review the applicable terms below before requesting a return or exchange.

In-Store Purchases

With a receipt: Items may be returned or exchanged within 30 days of purchase with the original receipt. Original packaging must be intact, and the product must be in new condition. Refunds will be issued using the original payment method or as store credit on a Calibers Gift Card.

Without a receipt: Items returned within 30 days without the original receipt will be valued at the lowest sale price plus applicable sales tax. Eligible items may be exchanged for the same product or returned for merchandise credit on a Calibers Gift Card.

In-Store Exceptions

- Ammunition sales are final. No refunds or exchanges are permitted.
- Special orders are subject to restocking fees.
- Black powder firearms, gun powders, and primers may not be returned.
- Optics, gun safes, and NFA items may not be returned for any reason.

Calibers may refuse a refund or exchange if a product has been abused, neglected, or used contrary to manufacturer guidelines. In these cases, our team can provide manufacturer contact information so you can pursue a return authorization or product replacement.

Manufacturer Returns & Warranty Assistance

Assistance with manufacturer Return Merchandise Authorization (RMA) information is available upon request. Calibers does not facilitate the manufacturer RMA itself. Contact the manufacturer directly for warranty service and product replacement requirements.

Online Returns & Exchanges

Requesting a Return

Contact Calibers through our [Contact Us form](#) to request a Return Merchandise Authorization (RMA) within **10 business days of receiving your product**. The product must be returned within **10 business days after the RMA is issued**.

Eligible items returned unopened in their original box may be exchanged, returned for store credit, or refunded using the original payment method, less the applicable restocking fee. Include all original packaging, accessories, manuals, documentation, and registration materials.

Online Return Fees

- **Unopened items:** A 10% restocking fee applies.
- **Opened items:** An additional 15% open-box fee applies to sealed products that have been opened or removed from their original packaging, for a total fee of 25%. Return eligibility and the exclusions below still apply.

Items Not Eligible for Online Return

- Special orders and products custom configured to your specifications.
- Products sold "as is" or "used," or installed or used after receipt. All used-item sales are final.
- NFA items requiring an ATF transfer once paperwork has started.
- Illumination devices, electronic sights, optics, and night vision equipment.
- Ammunition, black powder firearms, gun powder, and primers.

Return Shipping & Store Drop-Off

Customers are responsible for shipping charges both ways on returns and for shipping charges on refused shipments. Use a carrier that offers tracking, and insure the package or declare its full value. If you choose not to use tracking and insurance or declared-value protection, you are responsible for loss or damage during return shipping.

Online purchases may be dropped off at a Calibers store; however, store staff cannot process online refunds. The online team must process the return, which requires additional time. Applicable restocking and open-box fees still apply.

Questions? Contact Calibers before returning an item to confirm eligibility and obtain return instructions.