

ES Tactical Shipping Policy

Shipping Policy

Order processing times are different from shipping times. We only ship within the continental US.

All orders are processed Monday through Friday during our normal business hours after receiving your order confirmation email. You will receive another notification when your order is ready for in-store pickup or is ready to ship. Once your order is ready to ship, it will be an additional 3 to 5 days to arrive.

*Any damaged or defective merchandise must be returned within 10 days of the original purchase date for a full refund minus shipping charges. We will also be glad to exchange damaged/defective merchandise for anything on our site or in-store, for equal or lesser value.

Expect an extended delivery date when:

- Merchandise requires personalization
- Merchandise is shipped directly from the manufacturer
- Merchandise is of an irregular size or weight that doesn't allow for air delivery
- Merchandise is on backorder from the manufacturer

In the case of a back ordered item, all items may be delayed until all items are available for shipment unless you specify otherwise. Multiple shipping charges will occur.

Domestic Shipping Rates and Estimates

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

Orders over \$400 (if shipped), will be subject to a 5.5% handling fee.

LOCAL PICKUP/DELIVERY:

After placing your order and selecting local pickup at checkout, all instock items on your order will be prepared and ready for pick up within 7-10 business days.

Free in-store pickup is available during normal business hours, Monday through Thursday, 9am - 5:30pm and Friday, 9am - NOON. You can skip the shipping fees with free local pickup at 1743 W Jesse James Rd, Excelsior Springs, MO 64024.

Free local delivery is available for orders over \$200 within 50 miles from our 1743 W Jesse James Rd, Excelsior Springs, MO 64024 location. For orders under \$200, we charge \$8 for local delivery.

You will be contacted when your order is ready for delivery or pickup. We will contact you via text message with the phone number you provided at checkout to notify you when delivery is scheduled or when pickup is ready.

If you have any questions, contact ES Tactical at info@altcustsew.com or text: 816.947.1997.