

# DEPOT 53/D-53, INC.

## WARRANTY & RETURN POLICY

**PLEASE READ THIS FORM THOROUGHLY.  
IT CONTAINS IMPORTANT INFORMATION ON OUR WARRANTY & RETURN POLICIES.**

### Returns

Items (not including Close-Out & Demo products) may be returned within 7-days if you are not satisfied with your purchase. Returned items must be in ORIGINAL condition with all original packaging and manuals. BB's, gas, springs, and electronic parts (including batteries) are not returnable. All Closeout and Demo product sales are final, NO RETURNS.

There is a 15% restocking fee for returns (for items sent back not due to an error on our part) and shipping charges are not refundable. Cost of sending the product(s) back to us is also not covered in our Warranty and Return Policy. Further details of our Warranty and Return Policy can be obtained by calling us at (214) 351-6494.

### Warranty

Depot 53 offers a 30-day limited warranty for manufacturer's defects on all guns we sell. GBB magazine seals, BB's, gas, springs, and electronic parts (including batteries) are not covered by warranty.

Only unmodified guns with orange tips and safety labels intact will be accepted for warranty claims. Warranty does not cover misused, abused, or items without the legally required blaze orange tip. Items which do not have a blaze orange tip will be discarded immediately! Internal modification, removal of safety labels, and/or AEG's that have fired BB's under .20g, or above .25g also void all warranties. Specifically the following customer usage and care items void your Warranty:

- Disassembly by unauthorized personnel
- Unreasonable use or mishandling, introduction of foreign matter to inner or outer components.
- Failure to provide proper care, lubricants, or maintenance.
- Lack of compliance with instructions from the Owner's Manual.
- Removal or covering of the legally-required orange tip
- Merchandise soaked in water, rusted, corroded, painted, or altered.
- Usage of low quality or low grade BB's, or reuse of BB's.

Parts and labor will be provided by Depot 53, however shipping to and from our location for a warranty claim is the responsibility of the buyer. Depot 53, at its sole discretion, shall determine whether to repair, or replace a product returned for warranty claim. Depot 53 also reserves the right to determine what constitutes unreasonable or excessive wear and tear, or improper use.

If other, non-gun items are found to have a manufacturer defective after use, but within 30 days of purchase, we will replace the item with the same, or comparable product if original item is not available. Opened and/or used items are eligible for exchange only. We will NOT replace items damaged by improper assembly or use.

Completed warranty items unclaimed after 30 days following the completion of repairs will be considered forfeit by the customer, and disposed of by D-53, Inc. in a manner it deems appropriate.

Depot 53 will not be held responsible for any damages or expense incurred from the sale or use of its products.

### Return/Warranty Authorization

All returns and warranty claims must be AUTHORIZED by Depot 53 and include a Returned Merchandise Authorization (RMA) number with the shipment. To obtain an RMA email [customerservice@depot53.com](mailto:customerservice@depot53.com) for instructions and approval of all returns and/or warranty claims. Unauthorized Returns not meeting the above condition requirements will be discarded, or refused and returned to sender at the customer's expense.

Do not request an RMA if your merchandise has been abused, misused, or missing a blaze-orange tip. If we receive an item that has been misused or abused, it will be discarded or returned at the customer's expense.

### Questions

Should you have questions or need additional information, please contact [sales@depot53.com](mailto:sales@depot53.com).