



## **Return Policy**

### **Order Acceptance Policy**

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. Stealth - ISS LLC reserves the right at any time after receipt of your order to accept or decline your order for any reason. Stealth - ISS LLC reserves the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. All orders placed over \$500.00 (U.S.) must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. We may require additional verifications or information before accepting any order. Stealth - ISS LLC is a reseller and service provider to end user customers and does not accept orders from computer dealers, exporters, wholesalers, or other customers who intend to resell the products offered by Stealth - ISS LLC Please view additional order and acceptance information on our website when ordering.

### **Typographical Errors**

In the event a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information received from our suppliers, Stealth - ISS LLC shall have the right to refuse or cancel any orders placed for product listed at the incorrect price. Stealth - ISS LLC shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Stealth - ISS LLC shall immediately issue a credit to your credit card account in the amount of the charge.

### **Return policy and limited guarantee against defects**

Every third party product you buy from Stealth - ISS LLC is backed first by the product manufacture's warranty. Stealth - ISS LLC 15 day limited warranty against defects, may also apply. Stealth - ISS LLC's 15 day limited warranty is a defective exchange policy that provides for either repair or replacement (at our sole discretion) of merchandise that has been confirmed as defective by either the manufacture or Stealth - ISS LLC Leased merchandise is not eligible for this warranty. Due to licensing and copyright laws, we do not accept returns on software once a package has been opened. Defective software will be exchanged for the same title only according to Stealth - ISS LLC's limited 15 day warranty described above. Hardware confirmed as defective by the product manufacture or Stealth - ISS LLC will either be exchanged or repaired at our sole discretion within the first 15 days of ownership only. After 15 days the product manufacture warranty is the only warranty in effect. Terms and conditions may vary by product or manufacture. Stealth - ISS LLC will assist customers whenever possible in gaining satisfaction with product manufactures. For assistance or to exchange a defective product please contact us



1. Products returned for exchange must be in new condition, original packaging and include all disks, registration cards, packing materials and other accessories and be received within 30 days of the invoice date. We reserve the right to refuse for return or charge a restocking fee for damaged or incomplete returns. No returns will be accepted without an RA number issued by Stealth - ISS LLC or when the product manufactures or distributors return policies supersede ours.

### **Regarding Bundles**

Bundled items are included while supplies last. Items of similar or greater value may be substituted.

### **Rebate Coupons**

Rebate coupon redemptions are limited to ONE PER ADDRESS only, unless otherwise noted.

### **Warranty Limitations**

There are no other express warranties or conditions respecting the equipment. Implied warranties, if any, are limited to the duration of the express warranty provided herein. Some states do not allow limitations on how long an implied warranty lasts so that the foregoing limitation may not apply to you.

### **Limitation of Liability**

In no event shall Stealth - ISS LLC or any of its subsidiaries or affiliates be liable for any indirect, special, incidental or consequential damages including but not limited to loss of use, loss of data, loss of business or profits. Some localities do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### **International Orders**

Stealth - ISS LLC ships to all countries except those with trade sanctions in place with the United States.

If you live outside the United States, custom and tariff fees may apply according to your countries import laws. These fees are not collected by Stealth - ISS LLC, and Stealth - ISS LLC does not have control of these fees.

The ownership, risk of loss and damage of shipped products are transferred to the customer once Stealth-ISS Inc. delivers product to an official international carrier, such as FedEx, UPS, USPS for delivery to customer/purchaser.

### **Export Restrictions**

Attention: Stealth - ISS LLC does not illegally export and will not assist directly or indirectly with the illegal export of U.S. manufactured night vision equipment, encryption software or any other products with export restrictions. Shipment without proper licensing or consent is strictly prohibited.



Night Vision Export Restrictions Warning: Export Restrictions Warning: Export of U.S. manufactured night vision equipment is strictly prohibited without a valid export license issued by the U.S. Department of State, in accordance with International Traffic in Arms (ITAR), Title 22, Code of Federal Regulations Part 120-130. For further information contact the Office of Defense Trade Control @ (202) 663 2714.

- Export of GEN-3 night vision equipment from the United States without a valid export permit issued by the U.S. Department of State, Office of Defense Trade Controls is strictly prohibited and is a federal crime.
- The International Traffic in Arms Regulations (ITAR) supersedes any Commerce Department jurisdiction that may exist, so Gen II is in the same export category as Gen III - it requires a license to export. There is a Canadian exemption that allows Gen II or below to be exported to Canada without a license, but since an image tube is a US Munitions List (USML) Category XII(c) item, it always requires an end use statement, even if it is shipped to Canada.
- It is the Buyer's responsibility to request and obtain export licenses for the export of the subject items, and to ensure that the requirements of all applicable laws, regulations and administrative policies are met.
- Generation 4, autogated/filmless technology is absolutely not available for export.

Other Night Vision Restrictions: Restrictions on the use of night vision with a weapon vary from state to state. You are strongly advised to learn these laws and adhere to them. Stealth - ISS LLC will not be held responsible for unlawful usage.

### **General Export Restrictions:**

The export and re-export of some software products (mainly encryption software and technology products) are controlled by the United States Export Administration Regulations and such software may not be exported or re-exported to Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria and the Taliban controlled areas of Afghanistan or any country to which the United States embargoes goods. In addition, certain software and products may not be distributed to persons on the Table of Denial Orders, the Entity List, or the List of Specially Designated Nationals.

By downloading an encryption software product you are certifying that you are not a national of Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria and the Taliban controlled areas of Afghanistan or any country to which the United States embargoes goods and that you are not a person on the Table of Denial Orders, the Entity List, or the List of Specially Designated Nationals.

We will verify and ship only those products, which are not restricted to the destination countries. Otherwise, we can only ship your order to a domestic location.