



Shadow Hawk Defense Return Policy

AMMUNITION

Ammunition may not be returned or exchanged. No exceptions.

TRAINING

Please read and understand our return policy before making a course reservation with Shadow Hawk Defense. By reserving a course with us, you acknowledge and accept the terms outlined in this policy. If you have any further questions or require assistance, feel free to contact our customer support team by calling the office.

At Shadow Hawk Defense, we strive to provide exceptional training courses to our valued customers. We understand that circumstances may arise where you need to cancel your course reservation. Please review our return policy below for information on cancellations and refunds.

Cancellations 14 Days or More Before the Course:

If you decide to cancel your course reservation at least 14 days before the scheduled start date, you will be eligible for a 75% refund of the total course fee. The remaining 25% will be retained to cover administrative and processing costs.

Cancellations Less Than 2 Days Before the Course:

For cancellations made less than 2 days before the scheduled start date of the course, a 25% refund of the total course fee will be provided. The remaining 75% will be retained to cover administrative and processing costs.

No-Shows:

In the case of a no-show, where you fail to attend the course without prior cancellation, no refund will be issued. The full course fee will be retained to cover administrative and opportunity costs associated with the reserved seat.

Refund Process:

To initiate a refund, please contact our customer support team with your cancellation request. Please note that the refund will be issued using the same payment method used during the initial course reservation. When a credit card was used for initial payment, a small processing fee may be assessed.

Exceptions:

In exceptional circumstances such as medical emergencies or unforeseen events, we may consider refunding or rescheduling the course on a case-by-case basis. We kindly request that you contact our customer support team as soon as possible to discuss your situation.

Transfers and Rescheduling:

If you wish to transfer your course reservation to another individual or reschedule your course to a later date, please contact our customer support team. Transfers and rescheduling are subject to availability and may incur additional charges.



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Safety and Compliance:

Shadow Hawk Defense reserves the right to remove training participants in cases where safety concerns or compliance issues arise. In such instances, a partial or full refund may not be provided, and we will work with you to recommend alternatives.

BAY RENTALS

Cancellation Policy:

All cancellations must be received at least 24 hours in advance of the scheduled shooting bay reservation to be eligible for a refund. Failure to provide the required notice will result in no refund being issued.

Refund Process:

If you need to cancel your shooting bay reservation within the specified timeframe, please contact our customer support team by calling the office. We will verify the cancellation request and process the refund, as applicable. The refund will be issued using the same payment method used during the initial reservation. If a credit card was used, a small processing fee may be assessed.

Exceptions:

In exceptional circumstances such as extreme weather conditions or unforeseen emergencies, we may consider refunding or rescheduling the shooting bay reservation on a case-by-case basis. Please contact our customer support team as soon as possible to discuss your situation.

No-Shows:

If you fail to attend your shooting bay reservation without prior cancellation or providing the required notice, no refund will be issued. The full shooting bay reservation fee will be retained to cover administrative and opportunity costs associated with the reserved bay.

Rescheduling:

If you wish to reschedule your shooting bay reservation, please contact our customer support team at least 24 hours in advance. Rescheduling is subject to availability, and we will do our best to accommodate your request. However, please note that rescheduling is not guaranteed and may be subject to additional charges.

Safety and Compliance:

Shadow Hawk Defense reserves the right to cancel or reschedule shooting bay reservations in cases where safety concerns or compliance issues arise. In such instances, a partial or full refund may or may not be provided, and we will work with you to recommend alternatives.

Note: This return policy is subject to change at the discretion of Shadow Hawk Defense. Please contact our customer support team for the most up-to-date information.