

Ordering & payment

You may place your order from the web site, by email or by phone.

- Payment:** We accept personal checks (order will be held till check clears), money orders, Visa, Mastercard, American Express or Discover. We do not charge extra for using a credit card. Use the “buy now” links or call us to order by credit card. Applicable sales tax will be charged as required under Ohio law. (Applies only to orders shipped to an Ohio address).
- Privacy:** Cross Creek Guns, LLC does not share customer information with any other entity. Information provided by our customers is not sold, rented, leased or otherwise disseminated. This includes name, address, phone number, email address or your purchases.
- Credit Cards:** Credit card information is not stored electronically by Cross Creek Guns, LLC. All payment particulars received by phone are kept secure for a period up to 30 days, and then destroyed. We use a virtual terminal to securely process credit cards.
- Products:** Cross Creek Guns, LLC does not assume any liability for any damages or injuries from operation or use of any product purchased from us. Each consumer is responsible, and strongly encouraged, to read the manual provided with every new firearm or firearm accessory. The consumer should understand the operation of any firearm they intend to shoot, as well as be familiar with the safe operation of firearms in general. It is recommended the consumer obtain training in the safe handling and operation of firearms prior to shooting.
- Warranty:** Cross Creek Guns, LLC does not handle warranty issues on new items we sell. Consumers are directed to the manufacturer with questions or concerns on warranty matters. For firearms, many manufacturers will have the firearm picked up at their cost and return it directly to you, as long as the serial number does not change. Do not return the firearm to Cross Creek Guns, LLC.
- Repair:** Cross Creek Guns, LLC does not offer repair or gunsmith services.
- Returns:** Firearms are not returnable. For a problem with a new firearm, please contact the manufacturer under their warrant policy. Used firearms are sold “as is” and cannot be returned. We do not issue any warranty on used firearms, nor guarantee their proper operation. Used firearms are not “test fired”, repaired or modified prior to offering for sale. For all other items, new or used, we will only accept returns when we made an error in your order. You must contact us within 5 days of receipt of your order and explain the error. We will exchange for the correct product, if available, or issue you a full refund, including the cost of return shipping. The new item must be in the original, unopened manufacturer packaging, in resalable condition to be eligible. Qualifying refunds will be issued within 10 days after we have received and inspected the item.
- Restricted items:** The consumer is responsible to know the laws of the jurisdiction in which they reside in regards to items they wish to purchase. We will not accept orders for,

or ship items that violate any such restrictions. This includes, but is not limited to, firearms, magazines, crossbows, ammunition, lasers, lights or any other item. Please do not ask us to swap or disassemble magazines. We sell firearms to ALL 50 states. No International Sales, or shipping to APO/FPO addresses. No sales to anyone we find out intends to export any item purchased from us.

February 27, 2013