

Our General **TERMS AND CONDITIONS**

PLACING YOUR ORDER

Please contact us either by telephone or by email regarding your specific requirements. Before contacting our office, please review our Build Sheet in order to make sure that your handgun grips are designed to properly fit your handgun. We will also need to know the make and model of your handgun at the time of order.

It is unusual for us to have YOUR set of handgun grips in stock. This is because our handgun grips are handcrafted specifically to your gun using the type of hardwood which you select. Therefore, you should expect that there will be a time delay involved as we handcraft your set of grips for you. When you place your order, we will give you an estimate of how long it will take for us to craft your specific set of grips.

Please keep in mind that as our handgun grips are crafted from natural wood products, each set will vary somewhat in color, grain, and figurative. While we make every effort to provide you with a set of grips which will closely resemble the pictures on this website, you should expect that there will be variations which will occur due to the natural variations which are present in any natural product.

PLEASE DO NOT SHIP YOUR FIREARM TO US! We can handcraft your set of grips based on the make and model which you supply to us. Should we require a pattern in order to appropriately fit our grips to an unusual or rare firearm, we may request that you send us your existing grips. However, under no circumstance will we EVER ask you to send us your firearm for fitting. Firearms which are sent to us will be returned unopened at the owner's risk and expense.

PAYMENT

We accept only U.S. funds for all orders placed. We accept money orders, certified funds, and personal or business checks for all orders placed. We do not accept credit card payments at this time. All orders placed using non-certified personal or business checks are held until the funds clear your bank. A \$30.00 fee will be charged for all returned checks.

CUSTOMER SERVICE

We want to insure that you are extremely pleased with every set of handgun grips which you order. Therefore, we encourage you feel free to ask us any questions you may have with regard to our handgun grips when reviewing our products or placing an order.

Our knowledgeable staff will be glad to assist you in selecting hardwoods, explaining each of the possible cutouts which your gun may require, and generally assisting you to select a pair of handgun grips which you will enjoy.

FINAL "FIT AND FINISH"

We want to insure that your grips properly fit your specific firearm. If you should find that the grips do not exactly match up with your specific gun, please call us. We will ask you a series of detailed questions regarding how the grips fit the firearm and areas which do not seem to match properly.

Every so often, we may ask you to return the grips to us for additional finishing to properly fit your firearm's frame. If we do so, we ask that you pay shipping charges to our facility, we will pay the shipping charges to return the handgun grips to you once we have finished any necessary adjustments. **Grips which are sent to us C.O.D. will be refused!**

DAMAGED SHIPMENTS

Our shipping departments makes every effort to insure each order is securely packaged so that it will reach you in perfect condition. However, every so often a package will become damaged during shipping. It is your responsibility to inspect all packages for any visible damage before acceptance. If your package is visibly damaged, please make sure this is noted before you sign for the delivery. If upon inspection, you find that the item is damaged, you must follow these steps:

1. Keep all boxes and packing materials
2. Immediately call the carrier and report the damage
3. Follow the carriers instructions to complete your claim
4. Contact us with your claim number to have the shipment replaced

RETURNS

You have **10 days** to inspect your order. If you are not satisfied, call us for a return authorization. We will exchange, refund the purchase price, or issue a credit for your purchase. You **MUST** pay all shipping charges to return the item to our facility. Each item returned must be unused, unaltered, and resalable. No used or damaged merchandise may be returned for a refund.

No return will be processed without a return authorization number and original invoice.

"THIS IS NOT WHAT I ORDERED"

All orders are processed as carefully as possible to prevent errors. While it is unusual that a mistake would occur, they do occasionally happen. Please check your order immediately upon receipt. If a discrepancy is noted, contact us immediately and we will work with you to resolve the problem.

"OH-NO, I MADE A MISTAKE"

If you find that you have made a mistake in ordering, call us. We will ask you a few questions and do our best to resolve the issue satisfactorily.

NO RETURNS WILL BE ACCEPTED AFTER 30 DAYS.

All returns must have a return authorization number printed clearly on each box.

MINIMUM ORDERS

Every order is important - no matter how large or how small. We truly appreciate your business and will make every attempt to accommodate your specific needs.

SHIPPING CHARGERS

Our current flat rate shipping charge is \$10.00 per pair of grips shipped within the continental United States. Multi-grip orders, as well as orders for larger items (such as rifle stocks) will be based on carrier-specified charges for the items being shipped, which is based upon the weight of the shipment and the distance traveled.

For orders outside of the Continental United States, we will quote shipping at the time the order is placed.

PRICING

Since most of the hardwoods we use come from foreign sources, the price will fluctuate greatly depending upon world conditions, transportation costs, and general availability of the hardwood you select. At the time of order, we will quote a price for your grips which is based upon the availability of the wood you select, the specific configuration of your grips and the handgun which you own.

We reserve the right to adjust our prices as necessary.

WARRANTIES

Except as otherwise provided herein, Manufacturer warrants to the original purchaser that the goods shall be free from defects in materials and workmanship under normal use for 90 days from date of purchase. Any warranty claim must be made in writing and delivered to Manufacturer no later than fifteen (15) days after the expiration of the warranty period.

The Manufacturer's sole and exclusive liability will be to repair or replace or, at the Manufacturer's sole option, credit Buyer's account with respect to any non-conforming goods returned to the Manufacturer during the warranty period set forth above.

Unauthorized alteration of our handgun grips made by the Buyer, or the Buyer's representative, will void any warranties provided by the Manufacturer.

In no event will Manufacturer be liable to anyone for special, incidental, or consequential damages with respect to any matter, including but not limited to: warranties, indemnities, and patent infringements, such excluded damages to include, without limitation: loss of goodwill, loss of profits, loss of data or information, loss of use or interruption of business.