



APEX SOLUTIONS

A Service-Disabled Veteran Owned Small Business providing tactical and recreational equipment, clothing, industrial and office supplies, and uniforms for your unit or organization

TERMS & CONDITIONS

A 30-day return policy applies to certain items, subject to the manufacturer's or supplier's return guidelines. Eligible items must be returned within 30 days of receipt. Prior notification is required for all returns; please contact your salesperson via email or phone to arrange returns or replacements.

To ensure product integrity, safety, and to prevent fraudulent claims, the following items are not returnable: clearance or closeout items, hygiene products, custom-printed items, mattresses, select furniture, business machines, software, toner and ink cartridges, dated materials (current or previous years), technology, and consumable goods such as food, beverages, pharmaceuticals, cleaning supplies, and paper products. Furthermore, perishable food goods and dated products such as tax forms, calendars, appointment books, journals, planners, and wall planners are final sale and cannot be returned.

These products are eligible for return only in cases of manufacturer defects, damage, or errors on our part.

In case of return/replacement, please provide the following details:

1. Order Number
2. The reason for the return
3. The item(s) and quantity you wish to return

If the return is due to damage, a manufacturer defect, or an error on our part, please include photos of the damaged or incorrect item.

We offer a return/exchange policy based on the manufacturer's/suppliers and the following conditions:

Defective/Damaged/Incomplete Products:

If you receive a product that is damaged, defective, or incomplete, please contact our customer service team within 3 business days of receipt. We will work with you to resolve the issue promptly, whether it's a replacement or refund.

To be eligible for a return or exchange, the product must be returned in its original condition, including all original packaging, manuals, and registration cards. Items that are not in their original condition may not be eligible for a return or exchange.

If you need to return an item due to a customer error, such as ordering the wrong item or changing your mind, a 30% restocking fee and return shipping costs will apply.

Some of the non-returnable items but not limited to are:

Dental care products

Custom-made products

Personal grooming items

Incorrectly ordered items

Food supplies and equipment

Medical supplies and equipment

Items or boxes that have been opened or used

Items damaged due to improper handling within the facility

Office supplies, janitorial products, cleaning items, kitchen supplies, toner cartridges, etc.

Other specific items

Returns Without Prior Authorization

To avoid delays and fees, please obtain a return authorization before returning any items. Shipments without prior authorization may be refused. If your order is refused, a fee equal to the shipping cost will be charged.

Manufacturer Warranties

Unless specified otherwise on our website, all products are sold with the full manufacturer's warranty. The specific terms and conditions of the warranty, including its duration and coverage, may vary depending on the manufacturer and the product. If you encounter any issues with a product after the initial 30-day period, please contact the manufacturer directly for support. For general assistance, you can reach us at 1-888-501-1179 or info@apexsolutionsco.com.

Refunds/Replacements

Once we receive your returned items, we'll inspect and process them. Refunds will be issued to your original payment method within 10-15 business days. Please allow 7-10 business days for replacement merchandise to arrive.