



# ARMRY SHAKEDOWN

## RETURN POLICY

*Effective Date: [July 4th, 2026]*

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This Return Policy (this “**Policy**”) is incorporated by reference into, and forms part of, the Terms of Service (the “**Terms**”) governing your use of the Army Shakedown marketplace platform (the “**Service**”), operated by ARMRY SHAKEDOWN L.L.C. (“**Platform,**” “**we,**” “**us,**” or “**our**”). Capitalized terms not defined in this Policy have the meanings assigned in the Terms. If there is a conflict between this Policy and the Terms, this Policy shall control. By accessing or using the Service, you agree to be bound by this Policy.

We may amend this Policy at any time by posting a revised version on the Service. Your continued use of the Service after the effective date of any amendment constitutes your acceptance of the revised Policy. If you do not agree to the revised Policy, you may not use or access or continue to use or access the Service.

### SECTION 1 BUYER ACCEPTANCE

The Buyer has 72 hours from confirmed delivery to inspect the Item and either: (a) affirmatively accept the Item through the Service; or (b) open a Claim pursuant to this Policy. If the Buyer takes no action within the 72-hour acceptance period, the Item is deemed accepted. Deemed acceptance has the same effect as affirmative acceptance. Once an Item is accepted (whether expressly or by deemed acceptance), the transaction is final. No returns, refunds, cancellations, or retractions are permitted after acceptance.

### SECTION 2 CLAIMS

#### 2.1 Claims.

Buyers may open a Claim within the 72-hour acceptance window by submitting photographs and a written description of the issue through the Service. Claims may be filed for the following reasons: (a) Item not received; (b) Item not as described. If an Item is damaged during shipping, Buyer must open an insurance claim with the shipping carrier. Claims based on buyer’s remorse, change of mind, or dissatisfaction with an Item that matches the listing description are not eligible for return.

## **2.2 Seller Response.**

Upon receipt of a Claim, the Platform will notify the Seller and request a response, including any supporting evidence. The Seller must respond within five days of the Platform's request. Failure to respond within this period may result in the Platform resolving the Claim in the Buyer's favor.

## **2.3 Resolution.**

The Platform reserves the right, in its sole discretion, to determine the outcome of any Claim, including issuing a full or partial refund to the Buyer and recouping such refunded amounts from the Seller. Possible outcomes include: (a) full refund to Buyer, with or without return of the Item; (b) partial refund to Buyer; (c) denial of the Claim and release of funds to the Seller. The Platform's determination is final as between the parties.

## **SECTION 3 LIMITATION ON REMEDIES**

A Buyer's sole remedy for any Claim is limited to the procedures described in this Policy. Army Shakedown is not liable for any consequential, incidental, special, or punitive damages arising from or related to any shipping dispute, lost, or damaged shipment, or Item-related Claim.