

Be Ready *Earthquake and Survival Products*

Return Policy:

Return Policy: Our goal at Be Ready is to provide you with the best emergency preparedness supplies in the industry! We work hard to make sure that every order is correct and sent out in a timely manner. If you are not satisfied with your purchase, for any reason, please contact us at customerservice@2beready.com or call 949-291-6715 and we can take care of it!

- **Damaged or Defective Items:** Items that are damaged or defective may be returned within 30 days of the original shipping date and will be fully refunded or replaced absolutely free of charge.
- **Refused or Returned Orders:** Orders that are refused or are undeliverable will be refunded in full minus the cost of shipping to the customer's location. However, you may also be charged a 15% restocking fee.
- **Other Reasons:** If there is another reason that you are dissatisfied with your purchase, please contact us! We'll do what we can to help you.

Please Follow These Steps to Return an Order:

1. Before returning any items, please call us at 949-291-6715 to get a *Return Authorization Number*. Every order that is returned to us or refused by the customer must have a *Return Authorization Number* to be accepted and processed.
2. For an item to be returned, it must be in the original packaging and in new condition so the product can be restocked. Items not in that condition cannot be returned.
3. Ship the items back to us via FedEx, UPS or U.S. Mail Ground Only. If the item is damaged or defective we cover the costs of returning the items to us and we'll even have FedEx pick the item up from your house if you choose! If the order is returned for any other reason, the customer is responsible to pay the shipping costs.
4. After we receive the returned items at Be Ready Earthquake And Survival, we will then refund your purchase either through your credit card, check, or

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