

FIREARM SALES POLICIES & LEGAL DISCLAIMERS

Bravo Defense, LLC

Effective Date: February 16, 2026

1. ACCEPTANCE OF TERMS

By purchasing any firearm, ammunition, accessory, or related service from Bravo Defense, LLC ("Company," "we," "us," or "our"), whether in-person at our retail location or through bravodefensellc.com, you ("Buyer," "Customer," or "you") acknowledge that you have read, understood, and agree to be bound by these Firearm Sales Policies & Legal Disclaimers ("Agreement"). If you do not agree to these terms, do not complete your purchase.

2. FIREARM SALES - STRICT NO RETURN POLICY

2.1 All Firearm Sales Are Final (Including Buyer's Remorse)

ALL FIREARM SALES ARE FINAL AND NON-REFUNDABLE. NO RETURNS. NO EXCHANGES. Once a firearm purchase is completed and/or the federally required ATF Form 4473 has been initiated or completed, the sale cannot be cancelled, reversed, exchanged, or refunded under any circumstances, including but not limited to:

- **Buyer's remorse** (including any regret, second thoughts, or "changed my mind" requests)
- Change of mind for any reason
- Discovery of lower prices elsewhere
- Change in personal circumstances or financial situation
- Dissatisfaction with the firearm's appearance, feel, fit, finish, or performance
- Incompatibility with accessories, holsters, optics, magazines, ammunition preferences, or subjective expectations
- Failure to obtain required permits, credentials, or licenses (if applicable)
- Delay or denial of background check clearance
- Spousal or family disapproval
- Any other reason whatsoever

2.2 Pre-Purchase Inspection; Transfer/Use Disclaimer

Customers are strongly encouraged and given the opportunity to physically inspect, handle, and ask questions about any firearm prior to purchase. Our knowledgeable staff is available to demonstrate firearms, explain features and specifications, and ensure you are making an informed decision.

By completing a firearm purchase, you acknowledge and agree that: (i) you have had the opportunity to inspect the firearm (including condition for used firearms) prior to completion of the transaction;

(ii) you are selecting the firearm based on your own judgment and intended use; and (iii) once payment is accepted and/or the background check process has commenced, **no returns, refunds, or exchanges will be accepted**, including for buyer's remorse.

Important legal and safety disclaimers: Firearm sales are subject to federal and state regulation, serialization/recordkeeping requirements, and background check procedures. Firearms may not be returned simply because you later decide you do not want the firearm, do not like it, or determine it does not meet your preferences. You are solely responsible for ensuring the firearm you choose is legal for you to purchase, possess, and use, and for learning safe handling, storage, and operation.

2.3 Special Orders and Custom Firearms

Special order firearms and custom-built or customized firearms are subject to the same no-return policy. These items are procured or modified specifically for the individual customer and cannot be returned, cancelled, or refunded once ordered, regardless of the status of delivery or completion.

3. CREDIT CARD CHARGEBACK PROHIBITION

3.1 Acknowledgment of No-Return Policy; Agreement Not to File Chargebacks for Buyer's Remorse or Uncontrollable Shipping Delays

By accepting and paying this invoice, you are irrevocably guaranteeing payment and revoking all rights to initiate credit card chargebacks.

By providing credit card (or other card) payment for any firearm purchase, you expressly acknowledge and agree that:

1. You have been clearly informed of our strict no-return, no-refund policy on all firearm sales, including that **buyer's remorse is not a basis for any return, refund, exchange, cancellation, or reversal**
2. You understand that firearm sales are subject to federal regulations and background check procedures that make reversals impractical and legally complex
3. You agree not to initiate any credit card chargeback, dispute, or reversal for any reason related to **buyer's remorse**, change of mind, dissatisfaction with your purchase decision, or other subjective reasons
4. **You further agree not to initiate any chargeback or payment dispute based solely on shipping or delivery delays that are outside our control**, including carrier delays, weather events, "acts of God," supply chain disruptions, manufacturer delays, third-party failures, regulatory/inspection delays, or other events beyond Bravo Defense, LLC's reasonable control (provided we timely tender the shipment to the carrier or otherwise act in good faith to fulfill the order)

3.2 Chargeback Consequences

If you initiate an unauthorized or improper chargeback dispute with your credit card company after completing a firearm purchase:

1. **Legal Action:** We reserve the right to pursue all available legal remedies, including but not limited to filing a civil lawsuit for breach of contract, fraud, and recovery of all costs and damages
2. **Collection and Legal Fees:** You will be held responsible for all costs incurred by Bravo Defense, LLC in responding to and defending against the chargeback, including but not limited to attorney's fees, court costs, collection agency fees, administrative costs, and all other related expenses
3. **Criminal Referral:** Fraudulent chargebacks may be reported to law enforcement authorities for investigation of potential criminal fraud
4. **Permanent Ban:** You will be permanently prohibited from making any future purchases from Bravo Defense, LLC

3.3 Valid Chargeback Situations (Limited)

The only circumstances under which a chargeback may be legitimately initiated are:

- Unauthorized use of your credit card by a third party (credit card theft or fraud)
- Duplicate charges for the same transaction
- Mathematical errors in the charge amount
- Charges for products or services that were never delivered **and** where: (i) the item was not shipped or tendered to the carrier due to our fault; and (ii) after reasonable good-faith resolution attempts with Bravo Defense, LLC have failed

For clarity, **buyer's remorse is never a valid basis for a chargeback**. Additionally, **shipping delays outside our control are not a valid basis for a chargeback** where the order was properly processed and timely tendered to the carrier or otherwise handled in good faith.

3.4 Dispute Resolution

If you have any concerns, complaints, or disputes regarding your firearm purchase, you agree to contact Bravo Defense, LLC directly **before** initiating any chargeback proceedings. We are committed to addressing legitimate concerns in good faith.

4. BACKGROUND CHECK REQUIREMENTS

4.1 Federal Law Compliance

All firearm sales are subject to federal, state, and local laws. Buyers must:

- Be at least 18 years of age for long guns (rifles and shotguns) or 21 years of age for handguns
- Successfully complete ATF Form 4473
- Pass the FBI National Instant Criminal Background Check System (NICS) or applicable state background check
- Provide valid government-issued photo identification
- Comply with all applicable waiting periods

- Meet all federal, Connecticut state, and local legal requirements for firearm ownership

4.2 Background Check Denial or Delay

If your background check is delayed or denied:

- **No refund will be issued** for any reason, including background check denial, delay, or your decision not to wait for a delayed determination
- Bravo Defense, LLC has no control over or responsibility for the background check process, timing, or results
- You may not cancel your purchase or receive a refund due to background check delays or denials
- In the event of a denial, the firearm will be returned to our inventory; however, **payment is non-refundable**

4.3 Buyer Responsibility

It is solely the buyer's responsibility to know and understand whether they are legally eligible to purchase and possess firearms under federal, state, and local law. Bravo Defense, LLC makes no representations or warranties regarding your legal eligibility.

5. PRODUCT DESCRIPTIONS AND WARRANTIES

5.1 Accuracy of Descriptions

While we strive to provide accurate descriptions and specifications for all firearms and products, Bravo Defense, LLC does not warrant that product descriptions, images, specifications, or other content on our website or in our store are accurate, complete, current, or error-free. Actual products may vary slightly from photographs or descriptions.

5.2 Manufacturer Warranties

Firearms sold by Bravo Defense, LLC may be covered by the original manufacturer's warranty. Any warranty claims must be pursued directly with the manufacturer according to their warranty terms and procedures. Bravo Defense, LLC is not responsible for manufacturer warranty coverage, terms, or claim processing.

5.3 Limited Lifetime Warranty on Bravo Defense Manufactured Firearms

Bravo Defense, LLC provides a **limited lifetime warranty** on **Bravo Defense manufactured firearms**. This limited lifetime warranty covers **repairs and parts** for **non-wearing parts** that **break unintentionally** under normal use.

This limited lifetime warranty does not cover: (i) normal wear and tear; (ii) consumable or wearing items and components; (iii) cosmetic wear or finish issues; (iv) damage, breakage, or malfunctions caused by misuse, neglect, abuse, improper storage, improper maintenance, improper assembly/disassembly, unauthorized modifications, use of improper or reloaded ammunition, ammunition-related issues, corrosion, or accidents; or (v) any work performed by anyone other than Bravo Defense, LLC

without our prior written approval. Proof of purchase and inspection by Bravo Defense, LLC may be required. Warranty coverage is limited solely to repair or replacement (at our option) of covered parts and does not include shipping, transfer fees, taxes, or any incidental or consequential costs.

Bravo Defense, LLC reserves the right to determine whether a part is a wearing part and whether a breakage was unintentional under normal use.

5.3 Used Firearms

Used firearms are sold "AS-IS" with no warranties, express or implied, unless specifically stated in writing. Buyers of used firearms should thoroughly inspect the item and ask questions before purchase.

5.4 Disclaimer of Warranties

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, BRAVO DEFENSE, LLC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, EXCEPT AS EXPRESSLY PROVIDED BY THE ORIGINAL MANUFACTURER.

6. AMMUNITION SALES

6.1 Ammunition Policy

Ammunition sales are also **final and non-refundable** once the sale is completed. Buyers must meet all legal age and identification requirements for ammunition purchases under applicable law.

6.2 Bulk Orders

Ammunition ordered in bulk or by special request is non-returnable and non-refundable once ordered from our suppliers.

7. SERVICES (GUNSMITHING, CERAKOTE, TRAINING)

7.1 Service Payments

Payments for services including but not limited to gunsmithing, Cerakote finishing, training courses, and permit classes are generally non-refundable once services have commenced or materials have been purchased.

7.2 Cancellation Policy

Service cancellations must be made at least 48 hours in advance for training classes and permit courses. Cancellations made with less than 48 hours' notice or no-shows will forfeit all fees paid.

7.3 Custom Work Approval

Custom gunsmithing and Cerakote work requires customer approval of design and scope before work begins. Once approved and work has commenced, no refunds will be issued.

8. LIMITATION OF LIABILITY

8.1 Assumption of Risk

Firearms are inherently dangerous if misused, mishandled, or used by untrained individuals. By purchasing a firearm, you acknowledge and assume all risks associated with firearm ownership, possession, storage, and use.

8.2 Limited Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, BRAVO DEFENSE, LLC, ITS OWNERS, EMPLOYEES, AGENTS, AND AFFILIATES SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS OR REVENUES, WHETHER INCURRED DIRECTLY OR INDIRECTLY, OR ANY LOSS OF DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES RESULTING FROM:

- Your purchase, ownership, possession, or use of any firearm or ammunition
- Any unauthorized access to or use of firearms purchased from us
- Any accidents, injuries, or deaths resulting from firearm use or misuse
- Defects in firearms or ammunition manufactured by third parties
- Your failure to comply with applicable laws or safe firearm handling practices

8.3 Maximum Liability Cap

In no event shall Bravo Defense, LLC's total aggregate liability exceed the actual amount paid by you for the specific product or service at issue.

9. SAFE HANDLING AND STORAGE

9.1 Buyer Responsibility

Buyers are solely responsible for:

- Learning and following all firearm safety rules
- Proper storage to prevent unauthorized access, especially by children
- Compliance with all applicable federal, state, and local laws regarding firearm possession, storage, carrying, and use
- Obtaining appropriate training in firearm safety and operation
- Understanding the operation and features of their specific firearm

9.2 Safety Resources

Bravo Defense, LLC offers firearm safety training courses and is available to provide basic safety information and resources. We strongly encourage all firearm owners, especially first-time buyers, to seek professional training.

10. LEGAL COMPLIANCE

10.1 Lawful Use Only

All firearms and ammunition sold by Bravo Defense, LLC are sold for lawful purposes only. Buyers agree that they will not use purchased firearms or ammunition for any unlawful purpose.

10.2 Prohibited Transfers

Buyers agree not to transfer, sell, or provide firearms to any person who is prohibited from possessing firearms under federal, state, or local law. Straw purchases (purchasing a firearm on behalf of someone else) are strictly prohibited and constitute a federal felony.

10.3 Jurisdiction

These terms shall be governed by and construed in accordance with the laws of the State of Connecticut and applicable federal law, without regard to conflict of law principles. Any legal action or proceeding arising from this Agreement shall be brought exclusively in the state or federal courts located in Connecticut.

11. SEVERABILITY

If any provision of this Agreement is found to be unenforceable or invalid by a court of competent jurisdiction, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable.

12. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between you and Bravo Defense, LLC regarding firearm sales and supersedes all prior or contemporaneous understandings and agreements, whether written or oral, regarding such subject matter.

13. MODIFICATIONS

Bravo Defense, LLC reserves the right to modify these policies at any time. Changes will be effective immediately upon posting to bravodefensellc.com or notification at our retail location. Your continued purchases after changes are posted constitutes acceptance of the modified terms.

14. CONTACT INFORMATION

For questions regarding these policies, please contact:

Bravo Defense, LLC

Website: bravodefensellc.com

CUSTOMER ACKNOWLEDGMENT

BY COMPLETING YOUR PURCHASE, YOU ACKNOWLEDGE THAT:

- You have read and understand these Firearm Sales Policies & Legal Disclaimers in their entirety
- You understand that all firearm sales are final with no returns, refunds, or exchanges under any circumstances
- You understand that initiating an improper credit card chargeback may result in legal action, collection proceedings, and permanent ban from future purchases
- You acknowledge your responsibility to comply with all applicable federal, state, and local firearm laws
- You accept all risks associated with firearm ownership and use
- You agree to handle, store, and use any purchased firearm in a safe and lawful manner

This document serves as legal notice of Bravo Defense, LLC's binding policies regarding firearm sales, returns, refunds, and chargebacks.

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