



## **Victory Supply, LLC**

### **Policies & Procedures: Warranty Information**

**Warranty Information:** The Victory Supply warranty is simple: we want our customers to be happy. We take pride in our service and products. We stand behind our products with a 100% satisfaction guarantee. If something is inherently wrong with the product, we will gladly refund your money or replace the defective merchandise. Refunds are to be managed per occurrence, and typically would be processed through the primary payment method according to the contract. If the mistake is our own, we will have the items shipped back and replaced at no additional cost.

**Shipping Discrepancies:** Victory Supply takes pride in shipping accurately. Occasionally discrepancies occur. Please make sure to note missing cases or damaged goods upon arrival on the bill of lading. If you do not note the discrepancy, you release the shipping company from liability. We cannot honor any shortages that have not been notated. If the discrepancy is a concealed shortage, it must be reported within 48 hours of receipt of merchandise. Any shortages reported after 48 hours are not guaranteed to be honored.