

ORDER FORM INFORMATION

Ways to Order

Ordering your Ruger Sportswear products has never been easier.

ORDERING BY MAIL: To place a Sportswear order by mail, please fill out the Order Form completely and mail along with a check, money order or credit card number and expiration date to the address below. Be sure to include shipping charges and sales tax, if applicable.

RUGER
Sportswear & Accessories Department
200 Ruger Road
Prescott, AZ 86301-6181

ORDERING ON-LINE: You can place your order on-line 24 hours a day at www.ShopRuger.com using Mastercard or Visa directly through our on-line store.

ORDERING BY TELEPHONE: Customers calling from within the U.S. can call our toll-free number to place their credit card orders Monday through Friday 7:30 AM to 4:00 PM Mountain Standard Time. To expedite the placement of telephone orders, please have your catalog numbers and credit card information ready when you call.

Domestic Orders Sportswear Products: 888-220-1173
International Orders: 928-541-8843

ORDERING BY FAX: In order to place a Ruger Sportswear products order by fax, please complete the Order Form and fax it to the number below. Be sure to include your credit card information, shipping charges and sales tax, if applicable.

Fax: 928-541-8850

Contact Information

To contact Ruger's merchandise ordering department, please call Monday through Friday, between 7:30 AM and 4:00 PM Mountain Standard Time.

TOLL FREE DOMESTIC CALLS:
Sportswear Products: 888-220-1173

INTERNATIONAL CALLS:
All Requests: 928-541-8843
Fax for all requests: 928-541-8850

MAILING ADDRESS:
RUGER
Sportswear & Accessories Department
200 Ruger Road
Prescott, AZ 86301-6181



Return & Exchange Policy

Your satisfaction with our Sportswear & Accessories products is very important to us. Please inspect your order thoroughly upon arrival. If you are not completely satisfied, you may return any or all of your order for a complete refund on the product(s) returned (less shipping and handling). You may also exchange items for another size or product. Please note that merchandise must be returned within **30 days** of the order shipment date and must be in new condition.

INSTRUCTIONS FOR RETURN OR EXCHANGE:

- Complete the return section on the Return/Exchange form enclosed with your original order, or download and print Return/Exchange Form from our website, www.ShopRuger.com (complete all sections that apply).
- Secure your merchandise in the original packaging and enclose the completed form.
- Return the package by mail or private carrier. International Returns - Rates to ship replacement product will apply.
- **USED MERCHANDISE IS NOT REFUNDABLE**

OUR GUARANTEE

If you receive a product that is damaged, is the wrong size, or is not what you expected, we will exchange it for another item, issue a refund or credit the card originally charged within 30 days of the order shipment date, provided the merchandise is in new condition. Your satisfaction with the products we offer is very important to us.

Visit our website at
www.ShopRuger.com for new products

**ORDER ON-LINE
24 HOURS A DAY,
7 DAYS A WEEK AT
[WWW.SHOPRUGER.COM!](http://WWW.SHOPRUGER.COM)**

RUGER®

FAQ

Q. How will my order ship?

A. Standard delivery within the U.S. is UPS Ground or Priority Mail. If you have a preference, or live in a rural area, simply inform us of your requirements in the 'Special Instructions' area on the order form or when ordering by phone. Canadian orders are generally sent by Postal Service. International orders are based on the services available in your country.

Q. How much will it cost to ship my order?

A. The shipping/handling charge is based on the dollar amount of your order. When shipping outside of the U.S., international rates will apply.

Q. If I want my order shipped to someone else, where does the invoice go?

A. The invoice is mailed to you.

Q. Do you have gift cards?

A. We have "With Compliments" cards. If you are sending a gift and would like one of these cards included with the order please let us know in the "Special Instructions" area. We will add your name and a brief note to the card.

Q. Do you offer gift-wrapping?

A. No.

Q. Can I make an exchange online?

A. We are unable to process exchanges online. Please refer to the Return & Exchange Policy or contact us for further information.

Q. How long will it take for me to receive my exchange?

A. Exchanges received from and re-shipped to a U.S. address are generally received back within 2 weeks from the date you sent it to us, depending upon availability. International exchanges may take from 4-8 weeks.

Q. If I do not have an original invoice can I still exchange an item?

A. Yes, we will exchange or refund even if you cannot locate your original invoice. We do ask that you contact us prior to returning the item so we can locate your original order information. We will need to know the "sold to" name on the order as well as an approximate order date. This will assist us in processing your return.

Q. Will I be charged tax on my order?

A. Sales tax is collected for orders shipped to AZ (all items) and CT (clothing items less than \$50 exempt) only.

Q. Can I buy a firearm directly from Ruger?

A. No. Federal law prohibits the interstate sale of firearms to persons or entities not possessing a valid Federal Firearms License (FFL) and various other state and local permits. Sturm, Ruger does not sell firearms to individuals or even to federally licensed individuals or retail dealers. Rather, we only sell directly to a small network of independent federally licensed wholesale firearm distributors, who in turn sell firearms to federally licensed independent retail detailers, who in turn sell their firearms to legally authorized retail purchasers in full compliance with all federal, state, and local laws and regulations.

