

Retail Shop Policies

General Firearms Sales

All firearms sales are conducted within the legal regulations of the Colorado Bureau of Investigations (CBI), the Federal Bureau of Investigations (FBI) and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF).

You must be in person with proper identification to initiate your background check.

You must be a United States Citizen with a valid state issued ID. If you are an alien with legal residency, you must provide your Permanent Residency card in addition to your state issued ID.

You must be 18 years of age to purchase a long gun and 21 years of age to purchase a pistol.

In the event you are denied by the CBI/FBI, you will have 30 days to appeal your denial with the court system. If your denial IS overturned, you will be issued a letter from the CBI stating so and Alpine Arms can then dispose/release the firearm(s) to you. If your denial IS NOT overturned, Alpine Arms reserves the right to maintain possession of the firearm(s) with or without refund. (see return policy information)

Please visit www.cbi.gov, www.fbi.gov and www.atf.gov for all Federal and State of Colorado firearms related statutes. Please be advised, each state has unique firearms statutes for both long guns and pistols. It is the responsibility of the firearms owner to become aware of these regulations both within their state of residency and if traveling out of state with their firearm(s). Alpine Arms is not responsible for any events involving firearms purchased or transferred from/with us.

Firearms Transfers

ALL SHIPMENTS MUST SHIP VIA FEDEX OR UPS!

Please be advised the ***USPS WILL NOT DELIVER to our street address (Eagle County, Colorado) which is attached to our Federal Firearms License in use for transfers. This is the discretion of the United States Postal Service, *i.e. Post Office, i.e. USPS*, and Alpine Arms has no control over this circumstance. As we communicate this very boldly the best we can on all transfers, we ask that you, the buyer, reiterate this detail to the shipper. **NO USPS SHIPMENTS WILL BE RECEIVED** and you/transferee will be responsible for any additional return/shipping fees incurred if the seller does indeed ship USPS.***

We are happy to assist you in *transferring a firearm(s) from another Federal Firearms Licensed dealer (FFL). Please email us at sales@alpinearms.com with the following information:

*Transfer**ree** is you/buyer *Transfer**ror** is the seller/shipper

- 1) Transferee name, first and last as it appears on your ID
- 2) Transferee best contact phone number
- 3) The make and model of the firearm(s) being transferred
- 4) From where/whom the firearm(s) is/are being transferred
- 5) Transferor contact name, first and last, or the name of the business
- 6) Transferor phone number
- 7) Transferor email

Please be advised the **USPS WILL NOT DELIVER** to our street address.

PLEASE SHIP VIA FedEx or UPS.

Our transfer fee is \$50 ***per individual firearm.***

Please note if the firearm(s) being transferred are from the following online shops, the fee is ***\$100 per individual firearm:***

- 1) Buds Guns
- 2) Cheaper than Dirt
- 3) Palmetto State Armory

Once we receive your transferred firearm(s) and process the necessary paperwork involved, we will then call you to come down to the shop and initiate your CBI background check. **PLEASE DO NOT COME INTO THE SHOP EXPECTING TO PICK UP YOUR FIREARM BASED OFF OF TRACKING INFORMATION.** The tracking confirmations do not always reflect when the item shows up at our facility nor when the processing paperwork is complete. We assure you we do not want to hold on to any of your items any longer than needed. WE WILL CALL YOU as soon your item is ready. Kindly, await our phone call to you. Please note that ALL pistols have to be in our system for 24 hours before we can start your CBI check.

We DO NOT offer private, person to person, transfers.

Online Orders and Special Orders

ALL SALES ARE FINAL ON FIREARMS AND ACCESSORIES. NO EXCEPTIONS.

Once the sale of the firearm(s) is/are complete and the firearm(s) has/have been legally disposed/released to you, we WILL NOT accept returns. If you experience any issues, in terms of functionality, you will need to contact the manufacturer and follow any warranty guidelines.

Online Order Fulfillment

All in-stock items are shipped promptly from our warehouses upon completion of your order. You can expect your purchase to show up within 5-7 business days after placing your order. During high volumes of firearms sales, state and nationwide, you may experience delays up to several weeks.

If you have any questions regarding the status of your online order, or questions prior to placing your online order, please call the shop 970-328-1776 or contact our sales team at sales@alpinearms.com.

Online Price and Description Errors

Our online inventory is updated daily and is managed by a third party. Occasionally, there may be an error in the items description, availability and price. We can not guarantee that descriptions, availability, price or photos are error free.

We reserve the right to refuse any order including, but not limited to, orders for errors in the description, availability or price. In the event that we cancel or can not fulfill an order that has been placed, we will refund the customer in full.

If you have any questions before you purchase online, please call the shop 970-328-1776 or email our sales team at sales@alpinearms.com.

Ammunition Sales

You must be 18 years of age to purchase long gun ammo and 21 years of age to purchase pistol ammo.

Returns

Firearms

ALL SALES ARE FINAL. NO EXCEPTIONS.

Once the sale of the firearm(s) is/are completed and the firearm(s) has/have been legally disposed/released to you, we will not accept returns. If you experience any issues in terms of functionality, you will need to contact the manufacturer and follow any warranty guidelines.

Ammunition

ALL SALES ARE FINAL. NO EXCEPTIONS.

Accessories

If you are not satisfied with your purchase, please contact us within 10 business days of the purchase/receipt of the product. If there is a functionality issue with your purchase, you may be directed to the manufacturers warranty information. If the item is unopened and in its original packaging we will issue you a full refund. If the package is opened, in tact and in reasonable condition we will consider the return less a 20% re-stocking fee.

Please note, WE WILL NOT ACCEPT RETURNS ON ITEMS AFTER 10 BUSINESS DAYS.

CBI/FBI Denials and Appeals

In the event you are denied your CBI/FBI check, you will have 30 days to appeal your denial with the court. Alpine Arms will hold your firearm(s) for 30 days at no extra cost to you. If your denial is overturned the CBI will issue you a letter stating so at which point Alpine Arms can dispose/release the firearm(s) to you. If the firearm(s) end up in our possession for more than 30 days, you will be subject to \$10/day storage fee.

If your denial IS NOT overturned, Alpine Arms reserves the right to maintain possession of the firearm(s). If the firearm(s) in possession is/are purchased from our in-store in-stock inventory, we will consider a refund less a 20% restocking fee. If the firearm(s) in possession is/are an online order or special order there are NO REFUNDS and NO EXCEPTIONS. If the firearm(s) in possession is/are a transfer, Alpine Arms will consider returning the firearm(s) to sender at your expense, i.e. you will pay any and all shipping/handling and transfer fees associated.

Used/ Consignment Firearms

We do not purchase used firearms. In some circumstances, we may consider consignment of a firearm. In the event of consignment, Alpine Arms is entitled to 20% commission of the sale plus 3% to cover credit card fees if the buyer uses a credit card.

For more details please call the shop 970-328-1776 or email our sales team at sales@alpinearms.com.

Abandoned Firearms

An “abandoned firearm” is a firearm that has been left with us for more than 30 days without communication from the customer. An “abandoned firearm” can be any online order, any purchase in the shop or any transfer including “gifts” from another party to you, the transferee.

If the firearm meets the “abandoned” criteria, it becomes Alpine Arms property and we reserve the right to resell or transfer the firearm at our discretion. You or the potential shipping party will not be entitled to a refund.

If you come into a circumstance where you have to leave the firearm with us for more than 30 days, you are subject to a \$10/day storage fee.

