

Returns & Guarantee Policy

What you can send back, how long you have, and who pays the freight
— in plain words.

THE SHORT VERSION

WHAT YOU BOUGHT	WINDOW	CONDITION	RETURN FREIGHT
Essential+ Go-Bag	30 days	Opened is fine — open it and check it	You, if opened
Equipment & accessories	30 days	Unopened, unused, original packaging	You
Damaged, defective or wrong	30 days	Any condition	Us, both ways
Training & services	See page 2	Reschedule or cancel by notice	—

THE ESSENTIAL+ GO-BAG

This one is different on purpose. We publish every component and what it costs at retail, and we would rather you checked than took our word for it. A guarantee that punished you for opening the bag would make that invitation meaningless.

Thirty days to open it and check

Open the bag, lay it out, count it against our published list. If it is not what we told you it was, email drew@outpostprep.com within 30 days of delivery and send it back for a **full refund** — issued within three business days of the kit reaching us.

Who pays the freight

If the kit arrives damaged, if anything is missing, or if we sent you the wrong thing, **we pay shipping both ways**. Tell us and we will send a prepaid label the same day.

If you opened it, looked it over, and simply decided it is not for you, **return shipping is on you**. It is a 22-pound box, so it is not nothing, and we would rather be straight with you about that up front than surprise you at the end.

IF YOU ACTUALLY USE IT

Deploy this bag in a real emergency and we will replace the food and water once, free. Email us what happened — that is the whole process, and it is the outcome we would far rather hear about than a refund. One refill per bag.

The limits, stated plainly

- The kit comes back to get a refund. We do not do keep-it-and-refund.
- Consumables you used do not disqualify the refund — send back what you have.
- One refund per customer. A guarantee, not a rental.

EQUIPMENT & ACCESSORIES

Chairs, slings, power stations, spares and accessories. These ship freight and get installed against a building, and an opened chair is a used chair — so the terms are the ordinary ones.

- **30 days from delivery**, unopened and unused, in the original packaging with all documentation.
- **Return shipping is yours** unless the item is damaged, defective, or not what we shipped.
- Email us before shipping anything back so we can confirm the address and log it against your order.
- Refund within five business days of arrival and inspection.
- Damaged in transit? Photograph it before unpacking further and tell us that day. We handle the carrier claim, not you.

CUSTOM, CONFIGURED AND SPECIAL-ORDER ITEMS

Bariatric and made-to-order chairs, bulk go-bag runs, and anything built to your specification are **not returnable once production starts** — they cannot be resold to anyone else. We will tell you before an order crosses that line.

TRAINING & ON-SITE SERVICES

Operator certification, Key Trainer certification and refresher sessions are scheduled against a date and a crew.

- **More than 14 days out:** reschedule or cancel, full refund.
- **7 to 14 days out:** reschedule free; cancelling refunds all but travel already booked.
- **Inside 7 days:** reschedule once at no charge.
- If we cannot deliver as agreed, full refund. No conditions.

SOFTWARE SUBSCRIPTIONS

DrewOS and portal subscriptions bill monthly and cancel any time, ending with the period you have paid for. No pro-rating, no term lock-in.

HOW TO START A RETURN

One email to **drew@outpostprep.com** with your order number and what is wrong. A person reads it — usually the one who packed your order — and you hear back within one business day.

WHY THIS DOCUMENT EXISTS

California requires retailers to post a refund policy where a buyer can find it. We would rather publish terms we chose than have a default set for us — and if you need a policy on file before raising a PO, this is that document.

CONTACT

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