

# ALTERATION REQUEST FORM



Distributor shall submit completed Alteration Request Form to customerservice@gharmorsystems.com for review and approval prior to shipment. Approved requests shall receive RMA # and pre-paid return shipping label. Include completed form and reference RMA # on shipping documents/packaging. Submission of Alteration Request Form authorizes GH Armor to process alteration a

**READY IS THE ONLY OPTION.**

Submission of Alteration Request Form authorizes GH Armor to process alteration and invoice distributor; PO not required.

- Alteration fee includes soft armor panels and concealable carrier(s).
- Alteration chart below includes all available alterations.
- Custom alterations not permitted.
- Altered size must appear on Size Matrix.
- Waist: Total Waist may be decreased by 2" (1" per side) or 4" (2" per side). Waist alteration greater than 4" requires PO for new vest.
- Length: Front and/or rear length may be decreased by 1" or 2". Length alteration greater than 2" requires PO for new vest.
- Vest may not be altered to a larger size. PO required for replacement vest in larger size.
- Concealable carrier(s) shall be altered to match altered soft armor panels at no additional charge.
- External carrier(s) may not be altered. PO required for replacement external carrier in larger size. Distributor shall retain original external carrier. Soft armor panel alteration does not require external carrier alteration.
- In the event a vest cannot be altered, Distributor may submit a PO for replacement panels and concealable carrier(s) at current price with new sizing. The original panels and carrier(s) may be returned and will incur a 25% restocking fee. Refer to Return Guidelines for details.

**OFFICE USE ONLY**

RMA #: \_\_\_\_\_ Fee \$: \_\_\_\_\_  
Restocking: \_\_\_\_\_ Fed Ex Tracking #: \_\_\_\_\_

### Returned Product Information

Distributor: \_\_\_\_\_ PO #: \_\_\_\_\_ Phone: \_\_\_\_\_

Officer Name: \_\_\_\_\_ Size: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

Front Panel Serial #: \_\_\_\_\_ Rear Panel Serial #: \_\_\_\_\_

Products included in shipment (circle):	SOFT ARMOR PANELS	CONCEALABLE CARRIER (1 OR 2)
	SOFT TRAUMA PLATE	EXTERNAL CARRIER (NO ALT)

## Ship-To Information

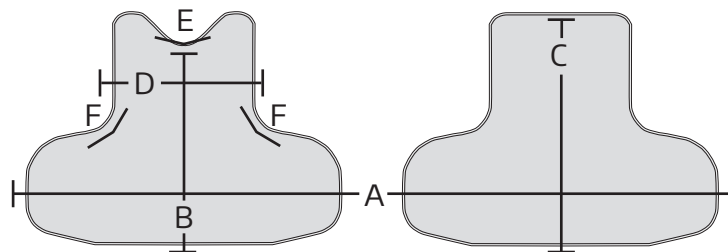
Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Comments: \_\_\_\_\_

Circle all requested alteration(s)

Alterations	Decrease	
A. Total Waist/Panel Width	2"	4"
B. Front Panel Length	1"	2"
C. Rear Panel Length	1"	2"
D. Chest Width	1"	
E. Neck Scoop	1/2"	
F. Under Arm Scoop	1/2"	



If known, list finished size below.  
Altered size must appear on Size Matrix.

PANEL SIZE	CURRENT	NEW
FRONT		
REAR		

# RETURN & ALTERATION GUIDELINES



**READY IS THE ONLY OPTION.**

## Alterations

- Alterations to smaller size subject to alteration fees and restrictions.
  - Part number GH-ALTER; price as noted on distributor price list.
  - Alteration form submission confirms distributor agreement to pay panel/concealable carrier alteration fee; separate PO not required.
  - External carrier alterations not accepted; PO required for new external carrier(s).
  - Alteration fee includes pre-paid FedEx Ground return labels to/from distributor.
  - Alterations: 1-2" length; 2-4" total waist; allowed trim/scoop(s). See Alteration Form.
- Alterations to larger size not accepted. Alterations outside Alteration Restrictions not accepted.
  - Distributor PO required for new panels/carriers in larger size.
  - Distributor may request a return of the original panels/concealable carrier(s) and will incur a 25% restocking fee. Prior approval required.
- Alteration policy for legacy panel shape remains unchanged.
  - Legacy panel shape alterations remain in legacy panel shape.

## Restocking Fee

A distributor order is eligible for a return for credit minus 25% restocking fee only for concealable panels/carrier(s) that are either too small (requesting a larger size) or requesting trim outside of Alteration Guidelines (length reduction greater than 2" or total waist reduction greater than 4"). Approval is contingent upon product inspection confirming new condition and receipt of new purchase order for same officer; original vest is non-transferable and external carriers, accessories, and shipping are not eligible for return or restocking fee. The restocking fee process is to resolve sizing issues and is not a means to exchange product for different officers or ballistic models.

All requirements must be met for the return for credit (minus restocking fee) to be approved.

## Restocking Fee Requirements

- Requests for return minus restocking fee must be submitted within 45 days of original invoice/shipment.
- Distributor submits request to [customerservice@gharmorsystems.com](mailto:customerservice@gharmorsystems.com).
- Customer Service provides RMA # for return and inspection based on requirements.
- Distributor must return original concealable vest and submit new purchase order for new panels/concealable carrier(s) for the same officer within 30 days of RMA # being issued.
  - Product should not be returned prior to RMA # being issued.
- RMA will be closed if vest is not returned and new purchase order is not received within 30 days.
- Credit will be issued for returned panels/concealable carrier(s) after the product has arrived at factory, passed inspection that product is in new condition, and distributor has submitted new purchase order for same officer.
  - External carriers, accessories and shipping are not eligible for return or restocking fee.
  - Vests that have been customized or previously altered outside of base sizes shown on Size Matrix (chest width, neck scoop, under arm scoop, etc.) are not eligible for return or restocking fee.
  - Customer is responsible for return shipping expense.

## Non-Ballistic Product Return

- Returns of non-ballistic products are at the sole discretion of GH Armor.
- Product must be in new condition.
- Restocking fee may apply.

## Return Accommodation

- Should GH Armor determine a return is the fault of GH Armor, distributor shall not be responsible for product replacement or freight charges.