

AmTryke, LLC Return and Refund Policy Statement

AmTryke LLC.

National AMBUCS, Inc maintains a warehouse and ships product from High Point, North Carolina. Due to continual product improvement, AmTryke, LLC reserves the right from time to time to make reasonable substitutions without prior notice. Prices are subject to change without notice.

Our goal is to provide prompt and efficient service. We try to maintain ample inventory but unusual demand will sometimes deplete our stock of an item. If due to unusual demand, our inventory of an item is depleted and the item is backordered, allow six to eight weeks for delivery. You will be notified if an item is delayed or discontinued.

Terms

Individuals may order by using Visa, Mastercard, American Express, check, money order, or may be billed to AMBUCS™ chapter, district or region if authorized.

Shipping

Orders are shipped by USPS, Fed Ex or UPS. Rush orders are sent at your request, and you, or your chapter, district or region is billed for rush charges and handling. Shipping and handling charges are added to all orders. Please contact us for shipping items outside Continental U.S.

Fed Ex or UPS:

The guarantee does not apply to shipments that are delayed due to causes beyond UPS or Fed Ex control, including but not limited to, the following:

1. The act, default or omission of the Shipper, Consignee or any other party claiming an interest in the shipment, including delivery instructions from the Shipper or Consignee with which we complied;
2. The nature of the shipment, defect, or inherent vice of the product;
3. Failure of the Shipper or Consignee to observe any term contained in these Air Freight Terms, including but not limited to improper or insufficient packaging, securing, addressing or marking of any shipment, including omission of, or provision of, an incorrect Consignee address or ZIP code on the Air Waybill, providing insufficient information, or the Shipper's failure to follow any term related to shipments that are not acceptable for transport.
4. Acts of God, weather conditions, environmental or hazardous goods incidents, perils of the air, public enemies, public authorities acting with actual or apparent authority, acts or omissions of customs officials or similar authorities, the application of security regulations imposed by the government or otherwise applicable to the shipment, authority of law, quarantine, riots, strikes or other labor disputes or disturbances, civil commotions or hazards incident to a state of war, local or national disruptions in ground or air transportation networks or systems due to events beyond our control, disruption or failure of communication and information systems, disruption or failure of utilities, or other circumstances beyond our control (hereinafter referred to collectively as "Force Majeure Events").
5. Compliance with laws, government regulations, orders or requirements, or any cause beyond our control.

You can also mail your order directly to us. The correct USPS address is:

AMBUCS Resource Center
PO Box 5127
High Point NC 27262
Or you can fax to 336-852-6830

Returns

No goods may be returned for credit without prior authorization from AmTryke, LLC and items must be sent back within 30 days. AmTryke, LLC will not be responsible for errors on size or other specifications when you order by telephone.

If you need to return merchandise for exchange or credit. Unassemble the item and pack it carefully in the original container to protect it from damage and insure the shipment. Credit cannot be issued if merchandise is damaged in return. Claims for damages or shortages must be made within five days of receiving the merchandise.

Please note: IF there is extensive damage to an item upon delivery, call AMBUCS Resource Center 1-888-268-7953 ext. 14 8:30am-5:00pm EST Monday – Friday.

The correct address for UPS, FEDEX is
AMBUCS Resource Center
4285 Regency Drive
High Point NC 27265

Refunds

After inspecting the returned merchandise, we will reimburse the purchase price of the item, less original shipping costs. You can expect a refund in the same form of payment originally used for purchase within 30 business days of our receiving the items. A restocking fee of 50.00 is charged for returned goods. You will be refunded the shipping cost if the return is a result of our error.

Questions:
1-888-AMTRYKE
Amtryke@ambucs.org