

Global Returns Policy

At Survitec, we are committed to providing high-quality products and exceptional customer service. Unless otherwise agreed, all orders are subject to Survitec's [standard terms and conditions of sale](#). However, if you're not fully satisfied with your purchase, you can request a refund under the following terms:

Eligibility for Refunds

Products must be returned within 30 days after delivery, a restocking fee of up to 25% of the purchase price will be deducted from your refund. Returns after 30 days are not eligible for a refund but will be subject to a restocking fee. Products must be returned unused, unopened with their seal intact and in the same condition as they were originally purchased. Proof of purchase (e.g., receipt or order number) is required.

Refund Methods

Refunds will be processed using the original payment.

Non-Refundable Products

Certain products or services are non-refundable including:

- Electronics;
- All materials with expiry dates, such as Pyrotechnics, Rations and Life Rafts; and
- All custom-made/special order products

Return Shipping

Customers are responsible for all return shipping costs. We recommend using a trackable shipping method.

Defective Products

For any products deemed to be defective clause 11 of Survitec's [standard terms and conditions of sale](#) shall apply.

International Orders

Customers outside of the country of dispatch of the item(s) may be subject to longer return processing times due to customs and shipping delays. Refunds will be issued in the currency of the original transaction. Any variations due to exchange rates are not the responsibility of Survitec.

How to Request a Refund

All returns require a Return Materials Authorization (“**RMA**”). The RMA number can be obtained from your Customer Service Representative. To request a refund, please contact the relevant customer service team as identified on your order form, including your order number and reason for the return.