



**U.S. DISTRIBUTOR OF AIRSOFT PRODUCTS**

**PRIMA USA**

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## **PRIMA USA DROP SHIP PROGRAM**

Prima USA Drop Ship Program is a full service program that combines both flexibility and convenience to give you a competitive edge. Orders can be shipped directly from our warehouse to your customer to reduce time and cost. The process is simple and setup is easy. Read more to find out how!

### **Getting Started**

**Easy Sign Up** – Simply call or email us to sign up. It's that easy!

**Simple Operation** – All we need is the customer's name, address, and ordered items. (Customer's phone number, if provided, can assist UPS in delivery.)

**Accommodating Service** – Your invoice or packing sheet can be shipped with the order if provided. Additional marketing material (flyers, coupons, etc.) can be included with order if provided.

**Professional Shipping** – Shipping service by UPS (no P.O. Box, Canada, or other international address) and USPS. Every order is carefully packaged by our experienced shipping department. Tracking info will be email to you by the end of the day. Delivery confirmation services (Signature Required, shipping insurance, etc.) and shipping methods (Ground, 3-Day, Next Day, etc.) can be used if requested.

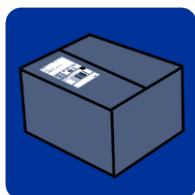
### **Drop Ship Process**



1. Your customer makes a purchase on your website or in your store.



2. Send the drop ship order to us by email or fax.



3. Your drop ship order will be packaged by our professional shipping department.



4. Upon payment, your drop ship order will ship out via UPS.



5. Invoice and tracking info will be sent to you via email by end of the day.



6. Your customer will be happy to receive his order in such quick fashion.

# **PRIMA USA DROP SHIP POLICY**

## **1. Dropship Handling Charge (Including Pick & Pack, Package Material, etc.)**

### **Drop Ship Handling Table**

Packing Material	DSHC (per Item)	Description
USPS First Class Padded Envelop of Various Sizes	\$1 - \$3	For most small accessories / parts / magazines / BB's, etc.
USPS Priority Padded Flat Rate Envelop, Flat Rate Box, Regional Box, Custom Box (Length 12"-16")	\$3 - \$5	For most pistols.
Custom Box (Length 20"-36")	\$5 - \$7	For most compact airsoft rifles.
Custom Box (Length 36"-42")	\$6 - \$8	For airsoft rifles.
Custom Box (Length 42" & Up)	\$7 - \$9	For large airsoft rifles.

\*Drop ship handling charge may vary based on the quantity and the content of each drop ship order. The fee table serves as a general reference.

\* All fees subject to change without prior notice.

\*Unless requested otherwise, Prima will determine the most economic shipping method based on the weight and dimensions of the order.

## **2. Order Cut-off Time**

- USPS orders are generally shipped out the same day if received and paid for before 1:00 PM Pacific Standard Time.
- UPS orders are generally shipped out the same day if received and paid for before 2:00 PM Pacific Standard Time.

### **3. UPS Additional Handling Fee**

Per UPS' 2018 shipping policy, an additional handling charge will be assessed for any package that requires special handling, including but not limited to the following:

- Length: Any package with the longest side exceeding 48 inches.
- Width: Any package with its second longest side exceeding 30 inches.
- Weight: Any package with an actual weight of more than 70 pounds.

As a result, an additional handling fee of \$12 will be included if the dropship package meets any of the above criteria. For instance, there will be an addition \$12 shipping charge for GR-6700 as the length of the package is over 48 inches.

### **4. Manufacturer Warranty / RMA Process**

#### **1) Manufacturer Warranty**

- Prima does Quality Control on every order prior to shipping out to ensure the product is received in brand new and good working condition. Prima also offers 15-day Manufacturer Warranty. The 15-day Manufacturer Warranty covers from the date of receipt, any manufacturing defect that causes the airsoft product not to work properly. It does not cover misuse, abuse, mishandling, disassembly, cosmetic imperfection or modification. It also does not cover lack of compliance with instructions from user's manual, usage of low-grade BB or reused BB, or failure to provide proper maintenance.
- All returned items must be in resalable condition. Prima reserves the right to reject the return of any airsoft merchandise that does not qualify (conditions including but not limited to misuse, disassembly, orange tip removal, modification, damaged/missing original packaging/accessories, etc.). For any unqualified return, Prima can provide repair services with a service charge. Prima is not responsible for the return shipping cost for any airsoft merchandise that does not qualify.
- For any unapproved return, Prima stores the product for our dropship customers for a maximum of 30 days. After 30 days, Prima has the right to dispose the product or ship it back to our dropship customer at the customer's cost.
- We understand that many sales channels, i.e. Amazon, eBay, etc. offer lengthy return period. However, Prima always goes by our 15-day Manufacturer Warranty policy. Prima reserves the right to reject returns that is over 15 days from the date of receipt.
- For the return of any non-defective product that is in resalable condition, there will be 15% restocking fee applied.

#### **2) RMA**

Prima will issue an RMA number for any authorized return. The RMA number is valid for 30 days only. If Prima does not receive the return within 30 days from the issued date of RMA number, the case will be closed. Prima has the right to reject any package without a valid RMA number.

### **5. Missing / Damage on Arrival /Mis-shipped Orders**

- All missing package/DOA package claims must be submitted within 24-48 hours from the delivery date. Once identified as carrier's fault, Prima will assist our dropship customer to

initiate the shipping claim process and submit any required document to the shipping carrier. Please allow 1-3 weeks for the carrier to review the claim. Prima is not responsible for the result of the claim or any damage/loss caused by the shipping carrier.

- All mis-shipped order claims must be submitted within 24-48 hours from the delivery date. Once identified as shipper's fault, Prima will issue a call tag for the customer. The correct replacement will be shipped out once the mis-shipped package is in transit.

## **6. Undeliverable / Refused Shipments**

Buyers are always required to provide a correct, safe and deliverable shipping address when making purchase. Legitimate orders that are returned to shipper (Prima) as "undeliverable" or "refused delivery by recipient" will be charged an additional fee.

- For undeliverable (including rejected) package via USPS, when the package is returned to Prima in good resalable condition, a 15% restocking fee will be applied.
- For undeliverable (including rejected) package via UPS, when the package is returned to Prima in good resalable condition, a 15% restocking fee will be applied. There will also be an undeliverable returns adjustment & correction charge incurred by UPS and Prima will apply incurred charges to our dropship customer.
- For any incorrect shipping address if corrected by UPS, there will be shipping address adjustment & correction charge incurred by UPS and Prima will apply incurred charges to our dropship customer.