



**Adjutant General's Corps Regimental Association**  
P.O. Box 10026  
Fort Jackson, South Carolina 29207-0026  
Secretary@agcra.com



## **AGCRA FULFILLMENT POLICIES**

### **Return / Exchange and Refund Policy**

**AGCRA Sutler Store Sales:** The AGCRA accepts returns and exchanges for Sutler Store purchases. Items must be returned in the original packaging within 30 calendar days of purchase with receipt or proof of purchase. If 30 calendar days or more have passed since the item was purchased, we cannot offer a refund or an exchange.

Upon receipt of the item(s), we will fully examine the returned item(s) and notify the customer via email within 5 business days of the return status. If a refund is requested, we will automatically apply a refund of the purchase price (less shipping) to the customer's original method of payment. Refunds do not include original shipping charges. Please allow 3 - 5 business days for credit card refunds to process.

If an item exchange is requested, shipping charges will be applied to the customer's original method of payment.

Mail Sutler Store returns and exchanges to the address below. Shipping charges for all returns and exchanges must be paid for by the customer. The customer is responsible for any loss or damage to items during shipment.

**AGCRA**  
**ATTN: Sutler Store Returns**  
**P. O. Box 10026**  
**Fort Jackson, SC 29207**

**AGCRA Membership Sales:** We will refund AGCRA membership purchases on demand when purchased in error, except for Lifetime membership purchases. If the membership was purchased in good faith, we will prorate the refund on the portion of the membership term remaining.

When a Lifetime membership is purchased, the AGCRA will process refunds at a prorated rate, minus original processing fees.

**AG Corps Print and Giclee Sales:** All AG Corps Print and Giclee sales are final. Refunds for AG Corps Print and Giclee purchases are offered only when items are damaged during shipment. Damaged items must be returned in the original packaging within 30 calendar days of purchase with receipt or proof of purchase. If 30 calendar days or more have passed since the item was purchased, we cannot offer a refund.

Upon receipt of the damaged item, we will fully examine the returned item and notify the customer via email within 5 business days of the return status. If a refund is approved, we will automatically apply a refund of the total purchase price (to include shipping) to the customer's original method of payment. Please allow 3 - 5 business days for credit card refunds to process.

If a replacement is requested in lieu of a refund, the AGCRA will attempt to replace the Print or Giclee damaged during shipment, but cannot guarantee a replacement based on the availability of this limited-edition series. If damaged Prints or Giclees cannot be replaced, the customer will be refunded their order in full (to include shipping).

For AG Corps Prints only, mail damaged Prints to the address below. Shipping charges for all returns must be paid for by the customer. The customer is responsible for any loss or damage to items during shipment.

**AGCRA**  
**ATTN: AG Corps Print Returns**  
**P. O. Box 10026**  
**Fort Jackson, SC 29207**

For AG Corps Giclees, contact AG Corps Print and Giclee sales at [AG-CORPS-PRINT@AGCRA.COM](mailto:AG-CORPS-PRINT@AGCRA.COM) for instructions on where to mail damaged Giclees as Mort Kunstler, Inc. is the original designated shipper for Giclee purchases.

**AGCRA Award Sales:** Refunds for AGCRA Award purchases are offered only when a customer purchases an award in error (e.g., double pays for the same award), or when a customer purchases an award prior to the award being approved by the approval authority (e.g., a customer purchases an award, but the approval authority disapproved the award after the purchase was made).

Upon receipt of the order, we will fully examine the award purchase and notify the customer via email within 5 business days of the refund status. If a refund is approved, we will automatically apply a refund of the purchase price to the customer's original method of payment. Please allow 3 - 5 business days for credit card refunds to process.

For questions about returns / exchanges and refunds, please contact us at the following:

AGCRA Sutler Store sales: [SALES@AGCRA.COM](mailto:SALES@AGCRA.COM)

AGCRA Membership sales: [MEMBERSHIP@AGCRA.COM](mailto:MEMBERSHIP@AGCRA.COM)

AG Corps Print and Giclee sales: [AG-CORPS-PRINT@AGCRA.COM](mailto:AG-CORPS-PRINT@AGCRA.COM)

AGCRA Award sales: [AWARDS@AGCRA.COM](mailto:AWARDS@AGCRA.COM)

## Delivery Policy

### 1. General Information:

All AGCRA orders are subject to product availability. If an item is not in stock at the time an order is placed, we will notify the customer and refund the total amount of the order, using the original method of payment. The customer can also opt to wait on a product until it is back in stock.

### 2. Delivery Location:

Items offered on the AGCRA website are available for delivery to the lower 48 States, APO/FPO, and overseas locations including Alaska and Hawaii.

### 3. Delivery Time:

Delivery times are estimates and commence from the date of shipping, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of the customer's order. Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered. Products may also be delivered in separate shipments. Unless there are exceptional circumstances, we make every effort to fulfill orders within 7 - 10 business days from the date of the order. Business days are Monday through Friday, except holidays. Please note as we are a volunteer nonprofit military organization we do not ship on weekends.

### 4. Shipping:

**Sutler Store and AGCRA Award Orders.** Sutler Store and AGCRA Awards are mailed First Class or Flat Rate through the USPS depending on how many items are being shipped. AGCRA Award orders can be expedited using UPS or USPS for an additional shipping charge. For expedited AGCRA Awards processing and shipping, please contact AGCRA Award sales at [AWARDS@AGCRA.COM](mailto:AWARDS@AGCRA.COM).

**AG Corps Print and Giclee Orders.** AG Corps prints are shipped via UPS and Giclees are shipped via FEDEX. The current shipping charge for AG Corps Prints and Giclees is \$50 to the **lower 48 States and APO/FPO only**.

For overseas shipping (including Alaska and Hawaii), customers must contact AG Corps Print and Giclee sales at [AG-CORPS-PRINT@AGCRA.COM](mailto:AG-CORPS-PRINT@AGCRA.COM) for additional overseas shipping charges.

**5. Damaged Items in Transport:** If there is damage to the product(s) on delivery, please contact us immediately at:

AGCRA Sutler Store sales: [SALES@AGCRA.COM](mailto:SALES@AGCRA.COM)

AGCRA Award sales: [AWARDS@AGCRA.COM](mailto:AWARDS@AGCRA.COM)

AG Corps Print and Giclee sales: [AG-CORPS-PRINT@AGCRA.COM](mailto:AG-CORPS-PRINT@AGCRA.COM)

6. **Questions:** For questions about processing and shipment of orders, please contact us at:

AGCRA Membership sales: [MEMBERSHIP@AGCRA.COM](mailto:MEMBERSHIP@AGCRA.COM)

AGCRA Sutler Store sales: [SALES@AGCRA.COM](mailto:SALES@AGCRA.COM)

AGCRA Award sales: [AWARDS@AGCRA.COM](mailto:AWARDS@AGCRA.COM)

AG Corps Print and Giclee sales: [AG-CORPS-PRINT@AGCRA.COM](mailto:AG-CORPS-PRINT@AGCRA.COM)

### **Cancellation Policy:**

There are no AGCRA Cancellation policies other than the Return / Exchange and Refund policies listed above.