

Friends and Customers, 08-18-20

All shooters are being inconvenienced with what is happening to our society and the rush it is causing on ammo supplies. We have LOTS of ammo in stock and are making more at a huge volume on a daily basis. If our web site allows you to order any item, that means it is in stock—WE DO NOT TAKE ORDERS FOR ITEMS WE DO NOT HAVE! So, please do not email and ask if items are in stock. If they aren't, the shopping cart will not take your order.

We have hundreds of customers to get orders to on a daily basis. In order for us to accomplish this for our customers we ask the following.

1. Be sure of what you are ordering.
2. Do not contact us and ask to change an order you've already placed. When we manually change orders it requires a lot of time that we do not have during this rush and it keeps us from serving all of our customers. If you'd like to change an order, we can no longer do that till things slow down, so simply place another order for more product, but PLEASE, NO MORE CHANGES after the fact! We NEVER have and never will take ammo exchanges or returns and then turn around and re-sale that ammo to unsuspecting customers as factory new ammo—this is not safe nor is it fair to customers who are buying what they think is new and safe ammo. No ammo is tamper proof!
3. Please do not contact us and ask for tracking numbers or "when will my ammo ship"? Our system automatically emails out tracking numbers on the orders we ship each day, however, because these emails are coming from a corporation shopping cart, many of these emails may go to your spam folder.....please look there. If it is not in your spam folder, that means we have not yet shipped. At current order rates, we are shipping within 3-5 days of the time an internet order is placed. Please sit tight. Your ammo will arrive at the same time if you track it or not and will certainly arrive later if we are swamped answering questions instead of getting orders shipped. When 30-50 people per day send emails asking for tracking information and we have to pull that information up, then type it out and email it, it takes a huge portion of our work day that we should be using to ship those orders to customers in need.

These measures are hopefully temporary and will not be needed for long as we enjoy interaction with our customers, so please, for the time being, be mindful of all those others who are also trying to get ammo during what I think is a societal meltdown/emergency. Hopefully, we can serve you all. We want you and your families to be armed and safe and we wish you the best during these trying times. My biggest concern is that things will worsen yet more, for a while. Until things straighten out in our government and society, we will have to streamline our customer service in order to serve all customers. Thank you for your understanding.

Good shooting and God bless,

Tim Sundles