

CUSTOMER SERVICE

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Shipping & Delivery

Orders normally ship within 48 Hours. Standard delivery time-frame is between 5-7 business days via FedEx ground service. Tracking information will be provided via email once the product(s) has been shipped. **The Standard method of shipment is FedEx Ground, within the Contiguous United States.**

Privacy & Security

We are committed to protecting your privacy and security. Your information will never be sold, rented, or traded with third party companies. For your security, we utilize state-of-the-art security software to protect your information.

Ordering

The following major credit cards are accepted: Visa, MasterCard, ATM, American Express, and Discover. There is no surcharge for using your credit card to make purchases. Please be sure to provide your exact billing address and telephone number associated with your credit card, providing incorrect information will cause a delay in processing your order. Your credit card will be billed upon shipment of your order. CA Sales taxes applicable to California Residents

Payment, Pricing & Promotions

- Prices and availability of products on site subject to change without notice. Errors on pricing and availability will be corrected when discovered. Our Site contains a large number of products, despite our best efforts, some of the products listed on our Site may be incorrectly priced.
- If a product's correct price is higher than the price listed on your order, we will at our discretion, either contact you for instructions before shipping and invoicing the product, or reject your order and notify you of such rejection.
- Please Note that we are under no obligation to provide the product to you at the incorrect (lower) price, even after we have sent you an order confirmation or a shipping confirmation has been emailed. If your credit card has already been charged for the purchase and your order is cancelled, we will issue a credit to your credit card in the amount of the charge.
- Prices are subject to change without notice. All promotional codes have an expiration date. Please review the terms and conditions on promotional codes and expiration dates before making a purchase.
- Promotion codes and discounts from Gibsonusaoutlet.com are only redeemable on Gibsonusaoutlet.com. Gibson Factory Outlet does not accept www.Gibsonusaoutlet.com promotion codes or discounts
- **Join our email list special discount** excludes weekly deals and products on clearances.

Free Shipping On Orders over \$50.00

- Offer applies to ground shipping only for all orders with a merchandise subtotal of \$50.00 or more. It's valid for shipments bound to a single destination within the Contiguous

United States. Orders under \$50.00 will incur a **\$5.00 Flat Rate shipping fee per item**. All product is shipped via FedEx ground and will be received within 5 to 7 business days.

Returns & Replacements

You can initiate the process of returning or replacing products within 15 days from date of purchase. If the product is damaged upon arrival please contact us immediately to ensure proper processing of replacements.

- All return/replacement requests must be submitted within 15 days from the date of purchase.
- All refunds except shipping & handling charges will be made to your credit card directly after merchandise has been received.

How to process returns:

- Contact our customer service department to obtain a RMA # (Return Merchandise Authorization #) .
- Include a copy of the original invoice with the package or obtain a copy from our website. Fill out the reason why you are returning.
- **Customer is required to return the product(s) at their own expense**
- Package unused merchandise in original box for return.
- Return Shipments will not be processed until all information is verified.
- Delays in refunds or exchanges will occur if returned packages were shipped without a valid authorization code or no clear reason for return is specified.
- Ship products to:
ATT: Gibsonusaoutlet.com
2410 Yates Ave, Commerce CA, 90040

Gibson Information

You can contact us via email or call us at (1-800-281-2810), Monday through Friday, 8:30am to 5:00pm PST.