

STEALTH EQUIPMENT

PRODUCT FAQS · 07

TRANSIT DAMAGE & MISSING COMPONENTS

CUSTOMER GUIDE

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

Q What should I do if my parcel arrives damaged?

Keep all packaging and photograph:

- The outer box, all sides, and the shipping label
- The internal packaging and how the item sat inside
- The damage, plus the complete product

Do not use the equipment if the damage could affect its safety or operation.

Q My order came in several boxes. Is that normal?

Yes. Heavy equipment is split across parcels, and couriers sometimes split a multi-box order across more than one van, so the remaining boxes may arrive later the same day.

If they have not arrived by the end of the day, contact us with your order number and the number of boxes received.

Q A component or small fitting is missing. What should I do?

Check every packaging layer first. Small parts are often bagged, taped to a larger part or tucked inside cardboard inserts.

If it is still missing, send a photograph of everything received and tell us which part is missing.

Q My parcel is marked as delivered but I do not have it.

Check the delivery photograph, around the property, any safe place, neighbours and anyone else at the address.

If you do not recognise the photograph or location, tell us. If it was not left at your address or in a place you chose, we will send a replacement or refund you, and ask the courier to review the driver's GPS data.

Q My address or postcode is wrong. Can it be changed?

Contact us immediately with the complete correct address. Changes are not always possible once the parcel is with the courier.

SECTION 07

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[CONT.]

Q Will damaged or missing goods be replaced?

We will review the evidence and confirm the next step, which may be a replacement part, a replacement parcel, a collection, a return or a refund.

Do not dispose of or send anything back until we have instructed you.

Q Should I contact the courier myself?

No. Report it to us. As the sender, we raise the investigation and provide the details the courier needs.

CONTACT SUPPORT

Need help? Contact us through the Assassin Goods Help Centre.

Search for your question, or start a new message. Messages keeps your conversation, order number, photographs and replies together in one thread, so you never need to explain the same problem twice.

HELP CENTRE	assassingoods.com/pages/help-center
PHONE	01768 631630
HOURS	9am – 5pm, Monday to Friday
RESPONSE	Within one working day
BASED	Penrith, Cumbria

When to contact us

- Your equipment feels unsafe, does not lock correctly or shows structural damage (stop using it first)
- A selector or handle problem remains after checking the plate arrangement
- Your order arrives damaged, incomplete or delayed
- You need a replacement part or are unsure which component you need
- You want to check compatibility before ordering an upgrade
- You need to start a return or warranty claim

What to include

1. Your order number
2. Product name, edition and maximum weight
3. A clear description of the issue and when it started
4. Photographs of the complete product and the affected part
5. A short video if the issue involves movement, noise or adjustment