

Return Guide – Easy & Hassle-Free

militarysurplus.eu – Gear that (usually) fits right the first time

Got the package, but it's not quite right?

No worries – it happens, even to elite squads.

If you're having trouble using the product, please contact us first before making a return, through any method you prefer (phone, email, WhatsApp).

Still want to return something? Just follow the steps below.

Before packing the item:

- Keep the original packaging undamaged (box/bag with barcode).  **The box matters!**
If the product is returned with damaged or crumpled packaging, we'll deduct **10% of the product's value** for "reconditioning". Let's be honest – you wouldn't be too happy to receive a squashed package either, right?
- **Tags must be attached – without them, returns get tricky.**
- Item must be **clean** and in **good** condition. If you tried on boots or clothes, we hope you wore something underneath.
- If you send back anything damaged or heavily used, it can't be returned. If it still ends up with us, we'll send it back to you (at your expense).

What to include in the package:

If you have an account on the website, you can request the return directly there.

If you don't have an account, just fill out this return form (you're looking at it!) and include it in the box.

Info to fill in:

- ORDER/RETURN NUMBER: _____
- FULL NAME (used in the order): _____
- PHONE NUMBER (used in the order): _____
- Full address: _____
- Payment method (cash on delivery, card, bank transfer): _____
- IBAN: _____
- Account holder name: _____
- Bank name: _____



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 **Send the package to: MILITARY SURPLUS, Str. Primăriei 33A, Oradea, Bihor, 410209, Romania**

- **You cover the shipping to us.**

 **Do NOT use Post directly** – unfortunately Romanian Post is slow or unreliable.

💡 Found shipping too expensive? Let us help!

If you're exchanging your product for a different item, we can offer you a **better shipping rate** than what you might find on your own. All you need to do is **pay it in advance** – check out the available rates at the link below, <https://www.militarysurplus.eu/Shipping-rates-chelp-eng-40.html> then **email us**, and we'll send you our account ID so you can take advantage of the discounted return shipping.

👉 It's quick, simple, and saves you money!

✅ We recommend Packeta (they work with many couriers)– not the fastest, but reliable, and gets to our door. Please check all their pick up points <https://www.packeta.com/pick-up-points>

📷 Take a photo of the tracking slip (AWB) – in case it gets lost, you have proof.

📏 Want a different size?

Just write down the size you need – if we have it in stock, we'll send it right away. If we don't, we'll order it especially for you and let you know when it's ready. You can also request to turn the refund into store credit for your next mission.

Write here what you would you like instead?

❓ Why are you returning it? You don't have to say, but it helps us do better in the future.

You can write your reason below or submit it in your account.

Return reason:



[militarysurplus.eu](https://www.militarysurplus.eu)

⚠️ Items that CANNOT be returned:

- Custom-made products with advance payment
 - Consumable goods or opened sealed items (like sprays, oils, underwear, etc.)
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💰 About the refund:

- We'll refund your money within 14 calendar days after the item arrives back to us.
 - If you paid by card – we'll refund it to the same card.
 - If you paid cash on delivery – we'll refund you to the bank details provided above.
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📞 Questions?

✉ info@militarysurplus.eu

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That's it! Simple, no drama. We're sorry things didn't work out perfectly, but we promise to do better next time.

Thanks for teaming up with us!

– Military Surplus Team. Over and Out! 🇷🇴