

Fulfillment Policy

Thank you for shopping with us! Below is our fulfillment policy for paintball products and services to ensure transparency and a smooth experience for our customers.

Order Processing Time

- Orders are typically processed within **1–3 business days** after payment confirmation.
- Orders placed on weekends or holidays will be processed the next business day.
- You will receive a confirmation email once your order has been shipped.

Shipping

- We ship to most locations within USA and select international destinations.
- Estimated delivery time is **3–7 business days** depending on your location and shipping method selected at checkout.
- Shipping fees are calculated at checkout based on weight, destination, and delivery speed.
- We are not responsible for delays caused by carriers or customs (for international orders).

In-Store Pickup (if applicable)

- If you select local pickup, we will notify you when your order is ready, typically within **24 hours**.
- Pickup is available during our regular business hours: 10 a.m – 5 p.m.

Paintball Equipment & Gear

- Some items, such as paintball markers (guns), may require age verification or additional legal compliance depending on your location. We reserve the right to request ID or cancel orders if regulations are not met.

Live Events & Field Bookings

- For bookings related to paintball games, field reservations, or private events, confirmation will be sent via email within **24–48 hours**.
- Please arrive **15–30 minutes before your scheduled session** to allow for check-in and safety briefing.

Backorders & Stock Issues

- If an item is out of stock, we will contact you with options: waitlist, alternative product, or full refund.

Contact

If you have any questions or need help with your order, please contact us at:

☐ sales.usa@pro-shar.com

☐ 727-922-41-71