

All State Police Equipment

There are four convenient ways to order products from All State Police Equipment.

- Order securely on-line 24 hours per day. We accept **MasterCard and Visa**
- Download the **order form**, fill it out and fax your order back to us at **909-596-3246**
- Order via our toll-free telephone number during business hours at **800-582-2294**

Download the **order form**, fill it out and mail it to us at:

All State Police Equipment Company Inc

2821 Metropolitan Place

Pomona, California 91767

Shipping within 24 HRS

All State Police Equipment is a stocking distributor of more than 150 major lines of products . We are proud to offer fast shipping of in-stock items. When you place an order, you will receive an e-mail message that will state the stocking status of your items ordered. In-stock items are always available for immediate shipment. If items are not in stock, you will be furnished with an estimated turnaround.

Please note the following conditions for immediate shipping of in-stock items:

- Orders for in stock items are shipped are shipped within 24 business hours (Monday through Friday)
- 24 Hrs shipping excludes weekends and holidays. Orders for in-stock items received during Saturday, Sunday or Holidays will ship the next business day.
- Ground shipping originates from California and can take up to six business days to reach some USA destinations.
- You will be furnished a UPS tracking number via e-mail when your order is shipped.
- Once an order is received, you will receive an e-mail message with the in-stock status. You may also call (800) 582-2294 during business hours Pacific Time to check in-stock status of any item.

Ordering Options:

Order On-line 24 x 7:

The fastest way to purchase items from Allstatepolice.com is directly from our web site. You simply browse the catalog pages and locate the product(s) that you want to purchase. If you want to purchase the product, then click the "Add to Cart" icon. This will place the selected item in your virtual shopping cart. You can view, add or remove items in the cart at any time. There is no commitment to purchase or payment until you have completed the check out procedure.

When you're through shopping, simply click "Shopping Cart". Your order will be totaled and shipping will be automatically calculated. A secured form will appear on the screen to allow you to enter the applicable credit card information.

Internet orders are processed immediately. We accept Visa and MasterCard for Internet orders. Credit card transactions are handled securely and use the best of breed Secure Sockets Layer (SSL) encrypted session to ensure that order information and credit card data is protected.

As soon as the order is shipped, you are notified of the shipment by e-mail. This includes a tracking number so that you can track the progress of your package on-line.

Secure Ordering at All State Police Equipment

Credit card security is our top priority. To protect you and your credit card information, we only use Secure Sockets Layer (SSL) technology, which is the industry standard and among the best software available today for secure commerce transactions. SSL sends your credit card number to our processing center in an encrypted code, which only we can decode.

Does it work on my Web browser?

Our transaction system currently works only with Web browsers that can use SSL – including Microsoft Internet Explorer, Netscape Navigator, Mozilla FireFox, Apple Safari and AOL. Your web browser automatically switches to SSL anytime you use the checkout procedure at Allstatepoliceequipment.com.

Occasionally credit card transactions may be declined by our payment gateway. There are various reasons that this may occur, from entering the card number wrong to using an expired card. **Click here for list of common gateway response codes.** Please contact us if you are having a repeated problem with a particular transaction.

Order by Telephone (800) 582-2294

You can call our toll-free phone order line at 800-582-2294. Calls are accepted on weekdays 8:30 a.m. through 4:45 p.m., Pacific time. Please have the model numbers available for the order center. We accept Visa and MasterCard for telephone orders. Credit cards are not charged until your order is shipped.

Order by Fax (909) 596-3246 or Order by Mail:

If you do not want to place your order on the Internet and prefer to use a printed order form, you may download our order form and place your order by Fax or by Mail. We accept Visa, MasterCard, Money Orders or Personal Checks with mail orders. Credit cards are not charged until your order is actually shipped. Orders accompanied with personal checks are subject for a 7-day waiting period for verification of funds.

Special Order Items

We are the distributor for the top suppliers of quality public safety products. If you are looking for items that are not in our on-line catalog, then send your request through our [Special Order form](#) or call us at **800-582-2294** (8 to 5 M-F Pacific time).

Payment Options

When you order on-line, you may pay for your order with a major credit card. On-line credit card transactions are handled through a secured link to your computer. Your browser will display a lock icon or a key icon when the secured link is active.

When you order by fax or mail, you may pay for your order with a credit card, personal check or money order. Telephone orders are paid only with credit cards. Sorry, we do not accept C.O.D. orders.

We accept VISA and MasterCard. Credit cards are not charged until your order is actually shipped.



Warranty & Returns:

Warranty Information

All State Police Equipment™ unconditionally guarantees all products to be free from defects in material and workmanship for 30 days from date of shipment.

This guarantee specifically excludes all replacement batteries, lamps, software or LawTech CDs. These products are only returnable if the original manufacturers packaging has not been opened or tampered.

Many products may carry an extended warranty as stated by the manufacturer. **Click here for specific warranty details and manufacturer contacts.**

Merchandise Exchanges

If you need to exchange an item for another like item of a different size, color, etc., fill out the information in the Return & Exchange Summary on the back of your invoice or packing slip. Specify part number and description of the replacement item. The exchanged product will be sent to you by return UPS. You are responsible for return shipping fees and standard shipping fees to return the exchanged item to you. Clearance or Special Order merchandise cannot be returned or exchanged.

Merchandise Returns

If within the 30-day period, you are unsatisfied with your purchase, you may return it for a full refund (less shipping costs). We do not require a return authorization number to process a return. Follow this procedure to return merchandise:

1. Fill out the Return or Exchange Summary form on the back side of your invoice or packing slip. Please include your original order number. Cut out the form and include with returned items.

2. All returned merchandise must be in the original packaging with UPC (barcode) intact, including instruction sheets, accessories, cables, etc.
3. Pack item(s) in original shipping container or suitable container that will not damage merchandise during return shipping. Cut out and affix the shipping label to the parcel.
4. Ship to All State Police Equipment at the address on the front side of the invoice. Ship returns via US Mail or UPS freight prepaid and insured.

All State Police Equipment is not responsible for return shipping costs or return shipping damage. C.O.D. shipments are not accepted unless otherwise stated. Shipping costs will not be refunded. We cannot accept returns of special order items, customized items. Returned merchandise for refund for purchases made by credit card will receive account credit within 30 business days . Orders that were paid by check or money order will receive repayment within 30 business days of receipt of returned merchandise.

Special order items or returns with damaged packaging will be subject to a 15% to 25% restocking fee. Under garments with opened packages are not returnable. Garment returns must not be worn, are in marketable condition and returned in their original packaging. Returned merchandise that does not meet these conditions will be sent back to the purchaser.

Detailed information and return/exchange instructions can be found on the reverse side of your invoice/receipt. **Click here for a copy of the instructions.**

To return merchandise, place the item in its original packing and shipping container. Please ship returns freight prepaid and insured to:

All State Police Equipment Company Inc

2821 Metropolitan Place

Pomona, California 91767

Privacy Policy, Terms of Use & Terms of Sale:

Privacy Policy

Access to personal information is restricted to on-duty trusted employees that are needed to process orders. Allstatepoliceequipment.com does not provide any personal information about our customers to anyone else inside the company, or any persons outside of the company. No personal information is released, traded, bartered or sold in any way.

Your privacy is important to us and we operate the Site according to the following principles:

Principle 1:

The Site will explicitly ask when we need information that personally identifies you. This information is requested only when you provide shopper and shipping information in connection with an order. This is done in a secured, encrypted session.

Principle 2:

The Site and its service providers use your Personal Information to: process orders, provide, process and communicate with you about services or products available via the Site; to enforce contracts regarding them; and to inform you of new features, services, and products from All state

police Equipment [™]. Your personal information is not sold, traded or otherwise exchanged or revealed.

Principle 3:

The Site may store and disclose Personal Information if required to do so by law or in the good-faith belief that such action is necessary or advisable to (a) conform to legal or regulatory requirements or comply with legal process ; (b) protect the rights or property of All State Police Equipment and the Site or the users of the Site.

Principle 4:

If at any time you believe that the Site has not adhered to these principles, please notify the Site and we will use good faith efforts to promptly determine and correct the problem.

Click here to view Privacy Statement

Terms of Use

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All State Police Equipment is a California Corporation incorporated on June 26, 1991.

Low Price Policy:

Click here to view our Low Price Policy Statement.

Terms of Sale:

We reserve the right to accept or reject any order. Orders become valid, and all sales are deemed made in Los Angeles County, California and are subject to the laws of the State of California. Any terms and conditions set forth in the buyer's purchase order do not change the terms and conditions set forth here.