

ACU Army – Award Verification Policy:

Protecting the legacy of U.S. Armed Forces veterans is an extremely important mission to ACU Army.

To that end, ACU Army reserves the right to restrict the sale of any and all of our products on an individual basis – as we see fit.

Specifically, we have made it a priority to review each and every order we receive either online, over-the-phone, or via mail-order for legitimacy and accuracy. We are well aware that the vast majority of our customers are active-duty personnel and retirees simply obtaining the missing components of their uniforms for inspections, ceremonies, and other official dress uniform occasions. Some of our customers are also family members purchasing for their loved ones or assembling visual embodiments of the military service records of those close to them – either alive or deceased. These veteran and family/friend purchases are appropriate as long as they are accurate and legitimate representations of an individual's official service record.

We also recognize as legitimate usage of military awards in the following atypical situations: certain collectors purchases, theatrical / costume usages, and other similar non-veteran customers not intending to fabricate a service record for fraudulent personal adoration, etc.

In this mission, occasionally, we have customer's place orders for what we deem to be especially important and sacred awards. These awards are only presented to military personnel for exceptional valor and heroism in combat and fall just short of the Medal of Honor. These awards are the:

1. Army Distinguished Service Cross;
2. Air Force Cross;
3. Navy Cross.

It's extremely important for us to protect the legacy of these recipients. Individuals earning these medals are incredibly special veterans. These awards aren't just "handed out" to everyone and, in fact, many are awarded posthumously.

These particular awards will not just ship to our customers without a formal verification process, and we reserve the right to *not* ship them at all. Any order placed in our system for these specific medals will be highly scrutinized before shipment. Our investigative process will include a search of national databases listing legitimate recipients – and if not appearing in those databases we will require submission of an official DD-214 or other similar official paperwork authenticating the individual's receipt of the award.

In addition, ACU Army will also require submission of a DD-214 – or other similar official paperwork – for multiple awards of the Purple Heart Medal before shipment.

Our staff is also trained to spot inaccuracies or other order irregularities for all other award purchases that simply fail to pass the “gut” test. Some orders just simply don’t “add up” and in these cases it is of a paramount importance that our customers are receiving the correct items. We also know that due to the complicated nature of assembling an individual’s service record in the form of ribbon racks, medals racks, etc., mistakes can be and are easily made. By being proactive, we can routinely fix a problem a customer does not even know that he or she has made. In addition, and even more importantly, by reviewing all orders we can also ensure that our customers are legitimate purchasers and not harming the legacies of deserving veterans.

We are a combat-veteran-owned business and have devoted ourselves to – at a very minimum – ensuring that all orders are both reasonable and legitimate.

It is for all of these reasons that ACU Army can and will cancel and refund any order, or portion thereof, at our discretion – at any time.

Thank you for understanding, and, as our customer, being an active participant in protecting the legacies of all United States military veterans everywhere – past and present!