

TERMS & CONDITIONS OF SALE:

- MUST HAVE A **CURRENT COPY OF FFL, SALES TAX PERMIT AND DEALER REQUEST FORM** ON FILE BEFORE ANY ORDER CAN BE PROCESSED (CAN BE FAXED OR EMAILED).
- PLEASE USE **ZANDERS ITEM NUMBER** WHEN ORDERING.
- ORDERS LESS THAN \$100.00 OF SHIPPABLE PRODUCT WILL BE CHARGED A \$7.50 SERVICE CHARGE.
- IF ZANDERS IS NOT PROVIDED WITH THE CORRECT ADDRESS OR AN ADDRESS REDIRECTION IS NECESSARY, A SERVICE CHARGE WILL BE CHARGED TO THE CUSTOMER BASED ON THE RESPECTIVE CARRIER'S CURRENT RATES.
- APPLICABLE SALES TAX WILL BE CHARGED TO ALL CUSTOMERS THAT DO NOT HAVE A RESALE CERTIFICATE ON FILE FOR THE STATE THE ORDER IS BEING SHIPPED TO.
- **COD FEE:** \$19.00
- LTL SHIPMENTS ARE SUBJECT TO ADDITIONAL FEES IF A LIFTGATE IS USED, FOR INSIDE DELIVERY OR IF REDELIVERY IS NEEDED
- CUSTOMER PROMISES TO PAY ALL COSTS, INCLUDING REASONABLE ATTORNEY & COLLECTIONS FEES, INCURRED IN COLLECTING ANY PAST DUE AMOUNT.

CREDIT CARD ORDERING INSTRUCTIONS:

- INFORM SALESPERSON OF YOUR WISH TO CHARGE TO MASTERCARD, VISA, DISCOVER OR AMEX.
- HAVE YOUR CARD #, CARD HOLDER'S NAME, 3 DIGIT SECURITY CODE, AND EXPIRATION DATE READY TO GIVE SALESPERSON.
- ALL MERCHANDISE PRICES AND FREIGHT QUOTED REFLECT A 3% CASH DISCOUNT THAT CAN NOT BE EARNED FOR CREDIT/DEBIT CARD ORDERS.
- **WE DO NOT ACCEPT 3RD PARTY CREDIT CARDS.**

CHECKS:

- CHECKS ARE AN APPROVED FORM OF PAYMENT FOR CUSTOMERS WITH OPEN TERMS (NET 30, END OF MONTH).
- A RETURNED CHECK FEE OF \$25.00 PER OCCURRENCE APPLIES TO ALL RETURNED CHECKS.

CHECKFAX:

- THIS SERVICE ALLOWS YOU TO FAX A CHECK TO ZANDERS FOR THE EXACT AMOUNT OF THE SHIPPABLE PRODUCT OR TO PAY AN OPEN BALANCE FOR CUSTOMERS WITH OPEN ACCOUNTS. VOIDED CHECKS OR CHECK COPIES RECEIVED WILL BE PROCESSED AS AN ACH DEBIT.

ACH:

- UPON COMPLETION OF THE ACH AUTHORIZATION FORM, CUSTOMERS WITH ACH TERMS WILL BE DEBITED ON THE DATE THE ORDER SHIPS FROM OUR WAREHOUSE.
- UPON COMPLETION OF THE ACH AUTHORIZATION FORM, CUSTOMERS WITH OPEN TERMS CAN USE THIS SERVICE TO HAVE PAYMENTS MADE PERIODICALLY OR SCHEDULE ON THE PAYMENT PORTAL.
- A RETURNED ACH FEE OF \$25.00 PER OCCURRENCE APPLIES TO ALL RETURNED ACH TRANSACTIONS.

RESTRICTIONS:

- ZANDERS SPORTING GOODS CANNOT POSSIBLY KNOW ALL OF THE INDIVIDUAL LOCAL, CITY, AND STATE RESTRICTIONS FOR THE PRODUCTS THAT WE SELL. THEREFORE, WE DO NOT WARRANT THAT YOU MAY LEGALLY PURCHASE, RESELL, OWN, OR USE SPECIFIC PRODUCTS OFFERED BY OUR COMPANY. MANY CITIES AND STATES PROHIBIT CERTAIN PRODUCTS AND YOU MUST BE IN COMPLIANCE WITH LOCAL LAWS REGARDING THESE PRODUCTS. THESE PRODUCTS INCLUDE, BUT ARE NOT LIMITED TO, FIREARMS, AMMUNITION, HIGH CAPACITY MAGAZINES (PRE-BAN AND LAW ENFORCEMENT ONLY), KNIVES, AIR GUNS, PEPPER SPRAY AND OTHER ITEMS. WHEN YOU PLACE AN ORDER WITH US FOR PRODUCTS THAT MAY HAVE RESTRICTIONS, YOU WARRANT TO US THAT YOU ARE A LEGAL ADULT WITHOUT LEGAL RESTRICTIONS AND ARE IN COMPLIANCE WITH ALL LOCAL, STATE, AND FEDERAL LAWS. ALL PRODUCTS WE SELL ARE FOR ADULT USE ONLY. CHECK ALL LOCAL LAWS BEFORE PLACING YOUR ORDER.
- NO AIR SHIPMENTS ALLOWED OF ITEMS WITH BATTERIES.

WAREHOUSE PICKUP INSTRUCTIONS:

- ALL PICKUP ORDERS MUST BE PLACED AT LEAST 24 BUSINESS HOURS PRIOR TO PICKUP
- MINIMUM ORDER FOR PICK-UP AT OUR WAREHOUSES IS \$100.00.
- **ORDERS LESS THAN \$100.00** WILL BE CHARGED A \$7.50 SERVICE CHARGE.
- NO INSPECTION OF MERCHANDISE PRIOR TO SALE CAN BE ALLOWED.
- TO AVOID DELAYS SCHEDULE PICKUP TIMES AT TIME OF ORDERING.

RETURN INSTRUCTIONS:

- ALL RETURNED MERCHANDISE IS SUBJECT TO A **RESTOCKING FEE**.
FIREARMS - 5%. ACCESSORIES - 10%. AMMUNITION, POWDER, PRIMERS - 15%.
- CUSTOMERS THAT REFUSE SHIPMENTS WILL BE RESPONSIBLE FOR ORIGINAL AND RETURN FREIGHT CHARGES.
- CUSTOMERS WILL BE RESPONSIBLE FOR ALL SHIPPING CHARGES AND ADDITIONAL CARRIER FEES ON PACKAGES THAT ARE UNABLE TO BE DELIVERED (REFUSED, UNABLE TO OBTAIN ADULT SIGNATURE, 3 DELIVERY ATTEMPTS, ETC.)
- NO MERCHANDISE ACCEPTED FOR RETURN WITHOUT A **RETURN AUTHORIZATION NUMBER** CLEARLY MARKED ON EXTERIOR SHIPPING CARTON. THIS RETURN NUMBER MUST BE OBTAINED FROM OUR CUSTOMER SERVICE DEPARTMENT WITHIN 30 DAYS AND RETURNED WITHIN 30 DAYS. WHEN OBTAINING A RETURN AUTHORIZATION NUMBER YOU MUST HAVE THE INVOICE NUMBER THAT THE ITEM WAS PURCHASED ON.
IF ITEMS ARE NOT RECEIVED AFTER 30 DAYS OF RA DATE, RA WILL BE CANCELLED.
- RETURN SHIPPING LABELS ARE **ONLY** PROVIDED FOR DEFECTIVE/DAMAGED ITEMS OR IF A MISTAKE IS MADE ON ZANDERS' PART.
- MERCHANDISE RETURNED MUST BE RE-PACKED IN SUCH A WAY AS IT IS IN SALEABLE CONDITION WHEN RECEIVED; (NO WRITING AND/OR TAPE ON MANUFACTURER PACKAGING, NO DAMAGED/OPENED PACKAGING, ETC.). IF ITEMS ARE RECEIVED IN THIS MANNER, THEY ARE SUBJECT TO BE RETURNED BACK TO YOU (AT YOUR COST) OR A FULL RESTOCKING FEE WILL BE ASSESSED.
- IT IS SOLELY AT ZANDERS' DISCRETION TO ACCEPT RETURN MERCHANDISE, ADDITIONAL RESTOCKING FEES WILL BE CHARGED FOR LARGE QUANTITIES, OLD PACKAGING OR OTHER UNUSUAL CIRCUMSTANCES.
- **WE ARE NOT A WARRANTY STATION FOR ANY COMPANY;** THEREFORE, **WE DO NOT ACCEPT WARRANTY REPAIRS.** WARRANTY REPAIRS SHOULD BE SHIPPED TO MANUFACTURER OR THEIR AUTHORIZED SERVICE CENTERS.
- ZANDERS WILL ONLY ACCEPT UNALTERED/NEW IN BOX ITEMS FOR RETURN. OTHER ITEMS THAT ARE UNABLE TO BE RETURNED ARE:
 - ▶ OVERSIZED ITEMS/ SPECIAL ORDERED ITEMS/ HYGIENIC PRODUCTS (MOUTH BLOWN CALLS)/ HAZARDOUS ITEMS/ FOOD PRODUCTS/ SAFETY PRODUCTS
 - ▶ OPTICS/ IRON SIGHTS/ SCOPE MOUNTS & RINGS WILL NOT BE ACCEPTED IF INSTALLATION HAS BEEN ATTEMPTED OR COMPLETED.
 - ▶ ZANDERS CANNOT ACCEPT RETURNS ON GUNS, BARRELS, UPPERS, ETC. THAT HAVE BEEN FIRED, OR TRANSFERRED/ SHIPPED TO ANOTHER LOCATION.
- **CUSTOMER SERVICE 800-851-4373 EXT. 207, FAX 618-443-3868.**

DAMAGED OR MISSING MERCHANDISE INSTRUCTIONS:

- ALL DAMAGES AND SHORTAGES MUST BE REPORTED TO THE ZANDERS CUSTOMER SERVICE DEPARTMENT WITHIN 3 DAYS.
- TAKE PICTURES OF DAMAGES.
- **SAVE SHIPPING CARTONS AND DOCUMENTS** FOR POSSIBLE INSPECTION BY CARRIER.
- ALL DAMAGES AND SHORTAGES MUST BE REPORTED ON FREIGHT CARRIERS SHIPPING DOCUMENTS.

HAZARDOUS MATERIALS ORDERING INSTRUCTIONS:

- POWDER, PRIMERS AND PERCUSSION CAPS ARE CLASSED AS **HAZARDOUS MATERIAL**. THE FOLLOWING CHARGES APPLY PER SHIPPING CARTON FOR HAZARDOUS MATERIAL: UPS - \$48.00, FEDEX GROUND - \$48.00, SPEE-DEE - \$24.00. THIS IS ABOVE ANY OTHER SHIPPING CHARGES.
- IF SHIPPED OTHER THAN UPS/FEDEX THE FREIGHT CARRIERS ACTUAL HAZARDOUS FEES WILL APPLY.

HOLIDAYS

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| • MAY 27, 2024 | • NOVEMBER 28, 2024 | • DECEMBER 31, 2024 OPEN 8:00 AM - 12:00 NOON |
| • JULY 04, 2024 | • DECEMBER 24, 2024 | • JANUARY 01, 2025 |
| • SEPTEMBER 02, 2024 | • DECEMBER 25, 2024 | |