

## **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.
- A **8.25% ILLINOIS SALES TAX** WILL BE CHARGED TO ALL CUSTOMERS THAT DO NOT HAVE A SALES TAX PERMIT ON FILE.

## **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**

- "CHECK APPROVED" STATUS FOR YOUR ACCOUNT IS OBTAINED BY COMPLETING ZANDERS CHECK APPROVAL APPLICATION AND ITS ACCEPTANCE BY ZANDERS CREDIT DEPARTMENT.
- \* **RETURNED CHECK POLICY:** ALL RETURNED CHECKS ARE PROCESSED BY THE BANK TWICE BEFORE DEEMED INSUFFICIENT. PER IL STATUTE (810 ILCS 5/) A \$25.00 RETURNED CHECK FEE WILL BE APPLIED ON EACH OCCURRENCE TOTALING \$50.00

## **CHECKFAX:**

- THIS SERVICE ALLOWS YOU TO FAX A CHECK TO ZANDERS FOR THE EXACT AMOUNT OF SHIPPABLE PRODUCT. THE COD FEE CAN BE AVOIDED BY THE USE OF CHECKFAX. CONTACT YOUR ZANDERS SALES REPRESENTATIVE FOR MORE INFORMATION.
- YOUR ACCOUNT MUST BE CHECK APPROVED TO QUALIFY FOR THESE TERMS.

## **ACH:**

- UPON COMPLETION OF THE ACH AUTHORIZATION FORM, THIS SERVICE ALLOWS FUNDS FROM YOUR ACCOUNT TO BE DEBITED AT YOUR REQUEST OR ON A PERIODIC BASIS.
- YOUR ACCOUNT MUST BE CHECK APPROVED TO QUALIFY FOR THESE TERMS.
- **RETURNED ACH POLICY:** A \$50.00 RETURNED ACH FEE WILL BE APPLIED ON ALL RETURNED ACH TRANSACTIONS PER IL STATUTE (810 ILCS5/).

## **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 4 BUSINESS HOURS PRIOR TO PICKUP, POWDER ORDERS MUST BE PLACED 24 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:**

- NO MERCHANDISE WILL BE ACCEPTED FOR RETURN WITHOUT A **15% RESTOCKING FEE**.
- CUSTOMERS THAT REFUSE COD SHIPMENTS WILL BE RESPONSIBLE FOR ORIGINAL AND RETURN FREIGHT CHARGES.
- 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 45 DAYS. WHEN OBTAINING A RETURN AUTHORIZATION NUMBER YOU MUST HAVE THE INVOICE NUMBER THAT THE ITEM WAS PURCHASED ON. **IF AFTER 45 DAYS, RA WILL BE CANCELLED.**
- MERCHANDISE RETURNED MUST BE RE-PACKED IN SUCH A WAY AS IT IS IN **SALEABLE** CONDITION WHEN RECEIVED; (NO WRITING ON INTERNAL BOXES, ETC.).
- 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.
- **CUSTOMER SERVICE 800-851-4373 EXT. 2007, 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.
- **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:**

- AT PRESS TIME, POWDER, PRIMERS AND PERCUSSION CAPS ARE CLASSED AS **HAZARDOUS MATERIAL**. THE FOLLOWING CHARGES APPLY PER SHIPPING CARTON FOR HAZARDOUS MATERIAL: UPS - \$35.00, FEDEX GROUND - \$35.00, SPEEDY - \$16.50. THIS IS ABOVE ANY OTHER SHIPPING CHARGES.
- ONE HAZARDOUS MATERIAL FEE WAIVED PER ORDER. MINIMUM ORDER 30 LBS.
- IF SHIPPED OTHER THAN UPS/FEDEX THE FREIGHT CARRIERS ACTUAL HAZARDOUS FEES WILL APPLY.

## **HOLIDAYS**

- **MAY 27, 2019**
- **JULY 4, 2019**
- **SEPTEMBER 2, 2019**
- **NOVEMBER 28, 2019**
- **DECEMBER 24, 2019**
- **DECEMBER 25, 2019**
- **DECEMBER 31, 2019 OPEN 8:00 AM - 12:00 NOON**
- **JANUARY 1, 2020**