



Frequently Asked Questions (FAQ)

QUESTION:

Do you guarantee your bracelets?

Yes we do. We guarantee the accuracy of our work. And we guarantee our bracelets against breakage. [See our guarantee here.](#)

QUESTION:

Can I trust you? How long have you been in business?

TheBattlezone.com has been in business since 1989, supplying current military, veterans, families, various military bases, and government agencies, with over 22,000 military spec items (see our other web site at www.thebattlezone.com). We have a long standing reputation to protect.

QUESTION:

When will my custom engraved bracelet be shipped?

Delivery on custom engraved bracelets (as mentioned on the site) usually takes about a 3 weeks, sometimes less.

QUESTION:

How do I check the status of my order?

Simply send us an e-mail and include:

- Last Name:
- Order #: (looks like: 1908-6589-5380)
- Zip Code:

- E-Mail Address:

This [link will start an e-mail](#) with a subject of "Order Status Inquiry".

QUESTION:
Do you ship overnight?

Yes we do. We do that Express Mail. The costs for Express Mail usually run about \$15 extra. The USPS usually delivers Express Mail in 1 day from the day dropped, but some areas take 2 days. Fed Ex can be requested manually by e-mail, but is quite expensive and the cost for a Fed Ex package can easily run \$50 extra.

Should the costs of an Express Mail or Fed Ex package go above that which is billed, you would be responsible for the excess, and would receive a second bill for the difference. Please note that an item's being 'in stock' is critical so please provide info as to what item you are interested in.

QUESTION:
Do you have a fax?

Sure. Our fax number is 973 402 7226. We are happy to take questions and orders by fax 24 hrs a day. Please be absolutely sure to give us your FAX number to respond to, or it may not be possible to respond. Keep your copy clear, neat, and readable.

QUESTION:
Can I place my order by phone?

Generally, no.

We need bracelet info in writing to prevent errors. Most communications are done via e-mail which, in general, we are excellent at answering when other companies who use the phones, no longer answer them. It increases our efficiency and the number of people we can handle at once. It also makes it easy for you to contact us during off hours.

QUESTION:
I emailed you and haven't heard anything! Do you answer your e-mail?

We answer all e-mail quite expeditiously. If you do not hear back from us, odds are we did not receive it or the return address was bad. Many people do not identify themselves, no name, no address, AND the e mail address they give does not work! If you have had no response please try again

bzone@thebattlezone.com

**QUESTION:
Is it safe for me to use my charge card?**

We work diligently to protect the privacy of your information which we feel subjects your credit card to less risk than leaving your number on a charge form at a restaurant. All data is encrypted for your safety.

**QUESTION:
How do I order?**

You can order in several ways.

You can order thru the mail by sending your check or money order with a note to:

BattleZone Ltd
POB 266
Towaco, NJ 07082 USA

You can also order by fax, using a charge card, to 973 402 7226.

You can order by e mail, also using a charge card, Master Card, Visa, or Discover, by sending to bzone@thebattlezone.com.