

# theBattleZone.com

**On non-custom orders, your charge card will not be charged until your delivery is ready to go, and only for items currently being shipped.**

**On custom orders your charge card will be charged upon inception except on orders for 50 or more bracelets where only a deposit will be initially charged.**

**No additional shipping is charged on back orders.**

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Thank you for considering us. We appreciate your business!

We will process your order as soon as possible and we intend for you to be entirely happy with your purchase. Please double check that the order is what you intended and that you entered your address and other info correctly. If you find an error please contact us at [bzone@thebattlezone.com](mailto:bzone@thebattlezone.com). Please look over your confirmation for the answers to most questions regarding your order.

**Credit card charges will appear on your statement as either thebattlezone.com or possibly under our corporate name Global Products Inc.**

## RETURNS AND EXCHANGES:

Standard Stock bracelets: Simply return your delivery within 60 days of the day you received it, in the original condition and in the original item box or wrapping (if applicable) for a refund. Shipping and handling charges are not refundable. You do not need permission or a return authorization number to return an item. Please include a brief note with your name address and Zip code on it. A copy of the invoice or the invoice number is helpful.

Custom engraved bracelets: Custom made bracelets, produced especially for you, are not returnable except for a mistake in production and then only for the corrected item. There would be the normal amount of time needed for remaking the item.

The following conditions also apply:

\* If you order an item and then refuse the package, you will be charged the postage or delivery charge.

\* Items that are damaged or lost in delivery will be replaced ONLY, not refunded. This policy is in place to prevent fraudulent transactions. There are no exceptions to this rule. If an item arrives broken or is lost, we will replace it no-charge.

\* We do not ship COD

#### DELIVERY TIMES:

Order turn around time of IN-STOCK bracelets is usually less than 5 days. At busy times and for other reasons it can run 18 days. This does not include the time it takes for the Post office to deliver your written order to us, or the time it takes for them to deliver the filled order to you. All of that depends on distance and other factors.

#### CUSTOM BRACELETS:

CUSTOM engraved bracelets usually take about a month, sometimes less.

All custom work is charged when the order is placed except for orders of 50 or more bracelets where only a deposit is initially charged

If you have ordered a qty of 20 or more bracelets, you will receive a SECOND confirming memo, done manually, that will specify your lower costs...so you do not have to be concerned that the original confirming memo does not show the discounted pricing. You WILL get the reduced price.

#### PRIORITY MAIL, FED EX, EXPRESS MAIL

You can opt for a faster shipping method, Priority Mail and Express Mail. Express Mail Fed Ex can be manually requested, but is quite expensive. Extra surcharges are frequently added by the carriers.

If the actual Fed Ex, etc, charges are higher than what is quoted to you, you will be invoiced the difference. We do not guarantee their services.

Ordering Express Mail Or Fed Ex service does not mean we ship your order in a day. It only means that the time it takes the item to get to you, once we have dropped it, will be shortened.

We will try to speed your order along, but the normal time on CUSTOM orders is 3 weeks.

#### RUSH AND EMERGENCY DELIVERIES (PRIORITY MAIL, FED EX, EXPRESS MAIL) :

It is impossible for us to receive an order on one day and get it to you the very next day.

There are always hundreds of orders in process and it is not possible to drop everything to handle your order. When using these services you must allow approximately 7 days for us to get your order out. On the other hand it is important to emphasize that we normally do get orders out quickly and we will do our best to rush yours out also.

Personal emergencies, such as deployments, are considered on a case by case basis, please e- mail us.

#### BASIC US AND APO SHIPPING AND HANDLING:

General Shipping charges within the US or to APO addresses:

ORDER SIZE	SHIPPING
\$1.00 to \$25.00	\$5.95
\$25.01 to \$50.00	\$7.95
\$50.01 to \$75.00	\$9.95
\$75.01 to \$100	\$12.95
\$101.01 to \$150	\$15.95
\$150.01 to \$200	\$16.95
\$200.01 to \$250	\$17.95
\$250.01 to \$300	\$18.95
\$300.01 to \$500	\$19.95
\$500.01 to \$900	\$22.95
\$900.01 to \$1000	\$23.95
\$1000.01 and up	\$26.95

Canada = \$3.00 + basic shipping above

Overseas and Mexico: \$15 plus basic shipping above

All APO, FPO orders are shipped at domestic rates, plus insurance.

#### PROBLEM LOCATIONS

Delivery to some locations can be problematical, examples: government agencies, military bases, large corporations. Parcels frequently just disappear. Therefore, at the discretion of thebattlezone.com, a return receipt may be required, cost for that being borne by the customer.

If you are using an APO address please make sure the address is accurate and complete. APO parcels frequently get returned for an incorrect address. If your parcel is returned because the address is inadequate you may be charged a reshipping charge.

#### FOREIGN ORDERS (non-US/APO):

Unlike most of our competitors we ship overseas and to APO addresses all the time! APO orders are shipped at domestic rates. There are no surcharges except insurance. (sorry, too many APO packages go missing).

**OTHER INTERNATIONAL DELIVERIES:** In the past, overseas deliveries have been seriously delayed because of security problems. Please be aware of this. You might wait longer than you might expect.

In Addition to BASIC S & H there is an overseas surcharge for insurance. This surcharge to most locations is \$15. (this does NOT apply to APO/FPO orders)

On small orders we reduce this at our discretion.

For Canada that surcharge is only \$3

If the actual charges are in excess of \$15 + Basic (Canada, \$3 plus Basic) that excess will be also billed and must be paid before delivery. Deliveries to certain areas of the world are risky. At our discretion such packages will be sent REGISTERED mail. If this is necessary there will be an additional \$11.50 or appropriate charge. Should actual costs exceed this as they often will, the excess will be billed also. This will not necessarily speed up delivery since most international orders are held for credit reasons to prevent the use of fraudulently obtained/used charge card numbers. Large foreign orders will be charged first and then held for a month to establish credit worthiness.

Generally we do not ship to Nigeria or Indonesia.  
A few other locations are also problematical.

Local custom charges may be assessed by your country

Due to heavy postage costs on Foreign Deliveries, such orders may be held until they can be completely filled and THEN will be shipped. These orders will be held only up to one month. They will be released with all remaining back-orders canceled.

#### E MAIL:

E Mail can only be delivered if you provide a correct e-mail address.

All orders receive almost instantaneous e-mail confirmation.  
All orders and back orders are sent with e-mail shipping notices.

If you provide an incorrect address, if your box is full, or your Spam Blocker zaps our mail, etc, then you won't get the notices for your order.

If you do not receive notices, it is not because we have not sent them. Please try to find

out why. We answer virtually all e mail quickly.

**SHIPPING ADDRESSES:**

We will process your order as soon as possible and we intend for you to be entirely happy with your purchase. Please double check that the order is what you intended and that you entered your address and other info correctly. If you find an error please drop us a note. If you submit an incorrect address and do not correct it, and the package gets returned to us for that reason, you will be charged extra shipping when it is reshipped.

We automatically ship to the billing address if no shipping address is indicated.

Any questions contact us at [bzone@thebattlezone.com](mailto:bzone@thebattlezone.com).

TheBattleZone.com reserves the right to cancel any order for any reason, and is not responsible for errors in pricing, typographical errors, errors in description, or unintentional errors in design or placement. An order is only accepted when the order is shipped.