

# Policies Page 1

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## ABOUT YOUR PRIVACY & SECURITY

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### Shipping Policy

On occasion a purchaser will need to replace a product. As part of our goal of a superior standard of business, we stand behind what we sell, and we will take every reasonable step to assure that you receive the physical merchandise you paid for undamaged. All of our shipments are insured and tracked through the shipping process. Published shipping times commence after your funds clear or are approved by our bank. All funds are requested and processed at the time of order.

If you must return a product with our approval the product must be returned in like new, absolutely unused, condition with no damage. Very important: Once you remove the sealed wrapping around recorded media (software, audio CDs, videotape, etc.), consumables, paper goods (books, plans), intimate apparel or similar products, it's too late to regret having purchased them. They are no longer in resellable condition. The same applies to special order artwork or special order goods. Your first step in the case of a regretted product is to contact us and [request an RMA](#) (return merchandise authorization) within one (1) days after the product arrives at your address. Any product must be returned complete in its original packing materials, by the same shipper, by the same method and insured to the full amount of purchase. You must return ship within three (3) days of the issuance of your RMA number. A copy of the invoice must be included with all authorized returned goods with a legible explanation as to why they are being returned. We accept no c.o.d. shipments.

### Return Policy for credit card.

If you paid by credit card you must by law receive credit due by credit applied to the same card account used for charging in the first place. If you wish a cash refund and paid cash or your check or money order has cleared, we Reserve the right to issue a company check. If you receive payment by cash or credit card and do not wish credit towards alternative merchandise, we do not refund shipping or handling charges.

### Shipping Damage

Parcel carriers or shippers are careful, although accidental damage during shipping does happen. We hope you will thoroughly inspect your order as soon as it is delivered to your address. If a shipment arrives at your door and there is apparent shipping damage, refuse the delivery. Your ownership responsibility commences at this point. Shipping damage is often immediately apparent even before the shipping carton is opened. Your first action in the case of shipping damage is to contact the carrier who delivered the parcel to your address. In most of the cases, the carrier will send a claims representative to examine the damage. The claims rep. will confirm what damage occurred during shipping. Products showing signs of abuse or misuse rather than shipping damage will not be accepted. Assuming the claims rep. is satisfied, the carrier will then either issue a refund for the amount of the damaged product directly to you, or make arrangements for us to send a replacement to you. The examiner will tell you whether you need to contact us directly or whether the carrier will handle the refund itself.

### The Wrong Item

Shipping departments fill orders accurately for the most part, but occasionally what you receive is not what you ordered. **We have a simple solution to this.**

**We will simply replace the wrong item with the correct item as soon as possible.** We expect you to open the shipping carton as soon as your order is delivered to your address and examine the contents. It should be immediately apparent that the product is the wrong color or that the video tape is the wrong title before you open its sealed wrapping. Take note: Once you open the sealed wrapping on recorded media (software, audio CDs, videotape, etc.), consumables, intimate apparel, paper goods (books or plans) or similar products, it's too late to return them. This applies to commissioned artwork and goods manufactured to your specifications. If you have any goods to return, contact us and [request an RMA](#) (return merchandise authorization) within one (1) day after the product arrives at your address. Any product must be returned complete in its original packing materials by the same shipper, by the same method and insured for the full purchase amount. A copy of the invoice must be included with all authorized returned goods with a legible explanation as to why they are being returned. We accept no c.o.d. shipments

### Warranty

Products which fail to operate properly are governed by their manufacturers' warranty. Be aware that the manufacturer will wish to have the product examined for signs of abuse or misuse rather than warranted failure. Most manufacturers will offer to repair abused or misused products for a fee. Assuming the cost of repair is less than the cost of purchasing a new product.

### Defective Product and Return of New Merchandise

Manufacturers maintain tight quality control. Occasionally a factory ships a product which does not work properly. We expect when you receive your order, that you will promptly open and test the products to be sure they perform as designed. Defects usually show up very soon after you begin using a product. Your first step in the case of a defective product is to contact us and [request an RMA](#) (return merchandise authorization) within one (1) day after the product arrives at your address. After this time period, the manufacturer warranty should be consulted for effect. Any defective product must be returned complete in its original packing materials, shipped by the same shipper, by the same method and insured to its full value. Products which are not complete or show signs of abuse or misuse will not be accepted. A copy of the invoice must be included with all authorized returned goods with a legible explanation as to why they are being returned. We accept no c.o.d. shipments.

### Return Policy and Disclaimer

It is the responsibility of the buyer, and not the seller, to ascertain, and obey, all applicable local, state and federal laws in regard to the possession, and the use of any item on these pages. By placing an order, the buyer represents that the products ordered will be used in a lawful manner and that he/she is of legal age. Special orders may not be canceled. Please allow approx. 7-14 business days for shipping your order to destinations in the USA and approx. 2-3 weeks for overseas delivery depending on the country. We do not accept any c.o.d. shipments. Discarding any of the original packaging material will constitute used merchandise. We do not accept returns on used items or special order items this includes art work and gold or silver collectable coins. All manufacturer warranties apply. Prices and terms subject to change without notice.

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