

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 OUR **PART NUMBERS** WHEN ORDERING.
- ORDERS LESS THAN \$100.00 OF SHIPPABLE PRODUCT WILL BE CHARGED A \$5.00 SERVICE CHARGE.
- THERE IS A SERVICE CHARGE OF \$11.00 IF YOU DO NOT GIVE US YOUR CORRECT ADDRESS OR ADDRESS IS REDIRECTED.
- A **6.75% ILLINOIS SALES TAX** WILL BE CHARGED TO ALL CUSTOMERS THAT DO NOT HAVE A SALES TAX PERMIT ON FILE.

CHECKS

- "CHECK APPROVED" STATUS FOR YOUR ACCOUNT IS OBTAINED BY COMPLETING ZANDERS CHECK APPROVAL APPLICATION AND ITS ACCEPTANCE BY ZANDERS CREDIT DEPARTMENT. \$30.00 CHARGE ON ALL RETURNED CHECKS; NO EXCEPTIONS.

CREDIT CARD ORDERING INSTRUCTIONS:

- INFORM SALESPERSON OF YOUR WISH TO CHARGE TO MASTERCARD, VISA, OR DISCOVER.
- 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.

ECHECK/CHECKFAX:

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

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.

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 \$5.00 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.
- 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.
- REMEMBER TO **INSURE ALL SHIPMENTS.**
- **CUSTOMER SERVICE EXT. 203.**
- **CUSTOMER SERVICE FAX 618-443-5825.**

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:

- **MINIMUM ORDER: 10 LBS. OF POWDER.**
- AT PRESS TIME SMOKELESS POWDER IS CLASSED AS **HAZARDOUS MATERIAL**. UPS AND FEDEX GROUND CHARGES A \$25.00 PER SHIPPING CARTON FEE FOR HAZARDOUS MATERIAL. THIS \$25.00 CHARGE ALSO APPLIES TO UPS GROUND AMMO TO ALASKA, HAWAII AND PUERTO RICO. THIS IS ABOVE ANY OTHER SHIPPING CHARGES.
- CARTRIDGES SMALL ARMS GOING AIR UPS WILL REQUIRE SPECIAL PACKAGING AND A \$35.00 AIR HAZARDOUS FEE ABOVE ALL SHIPPING CHARGES.
- IF SHIPPED OTHER THAN UPS/FEDEX THE FREIGHT CARRIERS ACTUAL HAZARDOUS FEES WILL APPLY.

HOLIDAYS

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| • APRIL 22, 2011 | • NOVEMBER 24, 2011 |
| • MAY 30, 2011 | • DECEMBER 23, 2011 OPEN 8:00 AM-12:00 NOON |
| • JULY 4, 2011 | • DECEMBER 26, 2011 |
| • SEPTEMBER 5, 2011 | • JANUARY 2, 2012 |