



Commercial Zone Products – Terms and Conditions

Missing or Damaged Shipments

- Please notify our Customer Service department immediately of lost or damaged shipments. The consignee must note visual damage or missing items before signing the delivery receipt. If consignee signs the delivery receipt clear and later finds damage or missing pieces, Commercial Zone may not accept responsibility or offer restitution.
- In the event of damaged or missing items, Commercial Zone will contact the carrier to initiate a freight claim for shipments where loss or damage is noted on the delivery receipt. Replacement items will be sent as needed upon notification.

Return Goods Policy

- RMA number is required; please contact our customer service team at cpervice@dcim.com. All return authorizations must be given by Commercial Zone prior to return or exchange of merchandise. A 15% restocking fee will be assessed on merchandise returned (a minimum of \$20). Returned merchandise must meet the following parameters:
 - Merchandise must be stock items. (No returns on custom products or made to order products will be authorized.)
 - Merchandise must be in salable condition upon receipt at Commercial Zone.
 - Merchandise must be in original packaging and be unused product.
 - Purchaser is responsible for the return freight.
 - Merchandise must be returned within 30 days of purchase.

Warranty

DCI Marketing, Inc. warrants its Commercial Zone[®] Products and Smokers' Outpost[®] to be free from defects in parts and workmanship under normal use and service for a period of one year from date of shipment. In the event of such defect in parts or workmanship, DCI will, at its option, replace the defective product or refund the purchase price to the extent of the defective product's replacement cost. The foregoing is the exclusive remedy and DCI disclaims all other warranties including any implied warranty of merchantability or fitness for a particular purpose. In addition, DCI will not be responsible for consequential damages in excess of the purchase price of the product on which such liability is based.