



Shipping, Return & Exchange Policy

How do I place an order?

Please contact our office via phone, email or fax.

Is there a minimum order requirement?

Minimum order is \$50.00. **Products are sold as case quantity only, no broken cases.**

What are my payment options?

All orders for first time customers are prepaid by MasterCard, Visa or wire transfer. Terms – Net 30 days is also available but based on credit approval.

How do I track my order?

Please note that Cool Blaze Products Inc. will provide you with an order confirmation via email and a tracking number to track the status of your purchase once your order has shipped.

When will my order ship?

USA Distributors: Orders will ship within 1-3 days. We provide free ground shipping in the continental United States for all orders over \$1,000. Cool Blaze Products Inc. can arrange expedited shipping at an additional cost to the customer if required.

International Distributors: All international orders are FOB Cincinnati, Ohio. All freight charges and bank charges are extra and must be prepaid along with order by wire transfer. The customer is responsible for country registration, all applicable taxes, and import and custom duties.

How do I file a claim for damages and / or shortages?

The carrier is responsible for damage or loss in transit. Claims must be filed within 15 days of receipt of shipment. Title passes to purchaser upon dispatch from manufacturer's facility.

What is your return policy?

All returns must be accompanied by a Return Authorization Number. All merchandise returns must be case quantity only and customer will be invoiced a 20% restocking charge on the value of the return. Any merchandise returned without a Return Authorization number will be refused.

How do I return a product?

To obtain a return authorization number, please contact our office via phone, email or fax. Orders must be returned to our warehouse within 30 days of purchase. All items must be returned in the original packaging and merchandise must be in the same condition as it was received.

Still have questions?

Phone: 714-701-6163 **Toll Free #:** 1-888-792-9338

Fax: 714-701-6161 **Toll Free #:** 1-888-550-4732

Email:
info@coolblaze.com