

California Coast Uniform Online Policies – 2014

Please read all policies set forth by California Coast Uniform, Inc.

We reserve the right to change/update these policies without prior notice. By using and or purchasing product from California Coast Uniform, Inc. online store you are agreeing to all terms listed below.

Drop Shipping:

From time to time California Coast Uniform, Inc. will drop-ship items from its vendors to complete and or fill your online order. If a customer is in receipt of merchandise that was drop-shipped (merchandise from one of California Coast Uniform, Inc's vendors shipped directly to the customer), it is the customer's responsibility to contact California Coast Uniform regarding the drop-shipped merchandise. We will not be held liable for issuing refunds and/or exchanges on any drop-shipped merchandise that a customer has chosen to return to the distributor. Furthermore, if the drop-shipped merchandise has been returned to the distributor by the customer, California Coast Uniform, Inc. reserves the right to end all further assistance and proceedings regarding the customer's order. All drop-shipped merchandise must be returned to California Coast Uniform, not the manufacturer.

Shipping:

The customer is responsible for all shipping costs unless otherwise stated. Our primary shipping is done through the USPS. We will make every effort to get your order shipped the day of your order but there is no guarantee. We can't guarantee that your package will arrive in any particular time frame. Unforeseen events (shipping company, weather, drop shipping, etc.) may delay your package. If your package is delayed beyond its scheduled delivery time, we will not be able to refund shipping charges. USPS and other shipping companies also do not have any guarantees as to the delivery time of a ground package.

Should a package be lost or damaged, it is the customer's responsibility to report the loss to California Coast Uniform, Inc. so that the problem may be addressed in a timely manner. Lost USPS packages must be reported within 60 days of the original ship date. For more information on how to file a claim you can visit www.usps.com. If you feel that your USPS package has been lost, you must submit your concern in writing so that we may open a claim with the postal service. Please be aware that claims cannot be opened after 60 days, and California Coast Uniform assumes no responsibility for claims made after these time periods. If an item is shipped to the wrong address we will attempt to have the item re-routed but there is no guarantee. If the incorrect address was submitted to California Coast Uniform, Inc. by the customer then the customer will be required to pay any fees associated with the re-routing and or shipping of ordered item(s). California Coast Uniform, Inc. will take care of any fees if the incorrect shipping was on our part.

Wrong item(s) Received/Missing Items/Defective/Damaged Merchandise:

When package arrives please examine the outer box and all contents immediately upon receipt for any signs of wrong items, missing items, defective merchandise and or damaged goods. All claims must be initiated within 24 hours of delivery. Please email us at so that we can handle the situation accordingly. After the 24 hour time period, California Coast Uniform, Inc. will not be held responsible for moving forward with any claims.

Order Comments:

California Coast Uniform, Inc. will do all that we can when it comes to your order comments to make sure your order requests are handled. There are times when orders will be processed before we are able to accommodate your order requests. Order requests are handled as a request, and they may or may not be implemented before the order is processed.

Wrong Ship to Address, Order Mistakes, and Changes to an Existing Order

California Coast Uniform, Inc. attempts to ship your orders as quickly as possible. With this in mind, once an order is submitted to us we will not be able to make changes, nor will we be able to stop it from shipping. The customer is responsible for making sure their order is accurate (shipping address, shipping method, Billing address, item(s) ordered including size, color, and quantity). If you do make an error in ordering you will have to follow our Return Policy. If possible, we can attempt to change the ship to address once the package has been shipped (Package Intercept per USPS). However, we are subject to the shipping policies of the shipping company. If we are able to change the ship to address a \$15 service fee will apply. This fee includes the California Coast Uniform, Inc. fee and the Package Intercept fee of the USPS. California Coast Uniform, Inc. will not be responsible for errors made by customers entering wrong information. We will not reship the order for free, nor pay for the incorrect items to be shipped back to us. Items needing to be returned are always subject to our Return Policy.

Return Policy

California Coast Uniform, Inc. wants you to be 100% satisfied with your purchase. You may return your order to us within 14-days for a refund of the original purchase price minus a 25% restock fee for all non-defective item(s). Please note that returned items must be unworn, not washed, have the original tags still attached, don't smell of smoke or other odor. In short, the item(s) must be as they were received in their original packaging.

- Unless otherwise stated directly by California Coast Uniform, Inc. the buyer is responsible for all return shipping charges.
- California Coast Uniform, Inc. doesn't refund original shipping charges.
- All returns must be accompanied with a return form
- As soon as your items are received and in a returnable condition we will begin the refund process.
- If you need to perform an exchange, simply return the original merchandise with your return form within 14 days of receiving your item(s). Next, place a new order online – this order will ship as soon as possible. You will be refunded for the original returned merchandise (minus shipping and 25% restock fee) price. Credits to your account can take up to 14-days.
- All boot orders need to be returned within their original boot box and the boot box may not be used as the shipping box.
- **There are no returns for Clearance and Sale Item(s). No exceptions!**
- **No returns are accepted for any item(s) that has/have been tailored (i.e. hemmed) and or embroidered for you specifically. No exceptions!**

Knife Policy:

All customers attempting to purchase a knife must be 18 years or older. Knives are sharp, and by purchasing the knife from California Coast Uniform, Inc. you understand that it is not designed or intended for use as a weapon. California Coast Uniform, Inc. does not warrant that a person may legally purchase, possess, or carry any specific items offered, according to federal, state or local laws. By purchasing any item from California Coast Uniform, Inc. whether by phone, online, or in person, the buyer grants that he/she is in compliance with local and state laws and legally able to purchase these items. California Coast Uniform, Inc. makes no guarantee either expressed or implied, as to any matter not expressly provided herein, including without limitation, the condition, quality, design, or fitness of the knife for use on any particular purpose. By acceptance of the knife, purchaser agrees that California Coast Uniform, Inc. and its employees shall have no liability to purchaser or any person whatsoever for any claim, loss, damage or expense arising from handling, use, display, or storage of the knife.