



RETURN POLICY

It's our pleasure to provide you with all the products you need and the courteous service you deserve. Your order has been packed and thoroughly inspected to ensure accuracy and completeness. Please check all contents of this shipment upon arrival to make sure that all items have arrived in good condition.

➤ WITHIN 30 DAYS OF DELIVERY:

You may return any item(s) purchased from Custom Cigar.com for any reason within 30 days of the original delivery. If you would like to make such a return, please contact our Customer Service department to request a Return Merchandise Authorization number (RMA#). Sales@CustomCigar.com or 561-989-3777 Ext. 100

Any items returned for credit must include all original parts and packaging materials. A 15% restocking fee will be assessed if the item is not returned with all pieces and/or original packaging is not in "as-new" condition.

No merchandise will be refunded/exchanged without a Return Material Authorization (RMA#). Credits for items purchased with a credit card will be issued to the same credit card. Credits for items purchased by any other means will be applied to future orders. This credit will be processed within 2 weeks of receiving the returned item.

If you receive product(s) that are damaged or defective, please call our Customer Service department to make arrangements to return the damaged unit(s) and schedule for replacement delivery. All damages must be reported within 30 days after delivery. Please inspect all merchandise upon arrival.

➤ BETWEEN 30-90 DAYS AFTER DELIVERY:

Merchandise will still continue to be accepted as a return. A restocking fee of 20% will be automatically applied against any credit due.

➤ 90+ DAYS AFTER DELIVERY

Item(s) will no longer be accepted for return or exchange.

➤ WE CANNOT ACCEPT:

- Any item(s) returned without an RMA.
- Any item(s) returned without its original packaging or that is not able to be resold.
- Any item(s) returned past 90 days of original purchase.
- Any cigars.

➤ Please ship authorized returns to the following address:

Custom Cigar
701 Park of Commerce Blvd.
Suite 100
Boca Raton, FL 33487

For questions regarding our return policy, please contact our Customer Service team at Sales@CustomCigar.com or 561-989-3777 Ext. 100