



Notice regarding UPS Shipments

To whom it may concern,

Thank you for giving us the opportunity to serve your cigarette, tobacco and grocery needs. We are trying to continue to meet the needs of our long time customers who are too far away to come into the warehouse, are located out of our delivery area, or have orders less than the delivery minimum by utilizing UPS.

We strive to always have accurate orders so we have composed a system where all items are individually scanned and put into the package to ensure accuracy. There is very little opportunity for items to be mishandled or missed during the packing phase at the warehouse as each item on the order must be scanned in order for it to show on the invoice. Unfortunately, once the package leaves the warehouse, those same opportunities for mishandling and missing items can grow because the package is no longer in our possession. Please understand that we hope that items reach you in the same condition as they are when they leave the warehouse however we cannot be responsible for what happens after the product has been picked up in preparation to be shipped.

With that being said, beginning immediately, Arizona Complete Candy & Tobacco will not be responsible or liable for any missing or damaged products that are shipped. We will not be able to credit or replace any items for those reasons. Should either of these happen, please reach out to UPS directly to handle the issue.

Should you be uncomfortable with the change, there are still other options. We are open Monday – Friday from 8am to 3pm for walk-in service. Please feel free to send the order as you normally would, and let us know that you are picking up, and we can have it ready for you the next day. We also have our own delivery drivers who will deliver for free with an order of at least \$3,000.00 to most areas in Arizona (\$25.00 delivery charge applies if you do not meet the minimum).

We understand that change is difficult and we appreciate your understanding in this matter. Please read, sign and return this page so that we can continue to ship orders to you without any delay. We thank you for your business.

Account Number: _____ Store Name: _____

Printed Name: _____

Signature: _____

Date: _____