

RED KRO AND BLUE LION, LLC

Website Policies

TERMS AND CONDITIONS

1. **Acceptance of Terms.** By accessing this website or placing an order, you agree to be bound by these Terms and Conditions. If you do not agree, do not use this site or purchase our products.
2. **Company Information.** This website is operated by Red Kro and Blue Lion, LLC, a Connecticut limited liability company located at 51 Elm Street, Suite 408, New Haven, CT 06510.
3. **Nature of Business.** Red Kro and Blue Lion, LLC is a licensed tobacco products distributor. We sell premium pipe tobacco and related products through this website, subject to the eligibility, destination, and order-acceptance requirements set out below.
4. **Age Restriction.** Our products are intended solely for adults of legal age. By placing an order, you represent and warrant that you are at least 21 years of age (the minimum legal age to purchase tobacco products under Connecticut and U.S. federal law), or the legal age to purchase tobacco products in your country or jurisdiction of residence, whichever is higher. We reserve the right to request proof of age and to refuse or cancel any order where age cannot be verified.
5. **Export and Trade Compliance.** Orders shipped outside the United States are subject to United States export control and economic sanctions laws, including regulations administered by the U.S. Department of the Treasury's Office of Foreign Assets Control (OFAC). We reserve the right to refuse service or cancel any order destined for a country, region, or individual subject to U.S. trade sanctions or export restrictions.
6. **Intellectual Property.** The Red Kro and Blue Lion name, logo, and all associated branding, trademarks, and content on this website are the exclusive property of Red Kro and Blue Lion, LLC. No part of this branding or content may be copied, reproduced, or used without our prior written consent.
7. **Order Acceptance.** All orders are subject to acceptance and availability. We reserve the right to refuse or cancel any order at our discretion, including for suspected fraud, incorrect pricing, or inability to verify age or destination eligibility.
8. **Governing Law and Jurisdiction.** These Terms and Conditions are governed by the laws of the State of Connecticut, without regard to conflict-of-law principles. Any disputes arising from these Terms or your use of this site shall be subject to the exclusive jurisdiction of the state and federal courts located in Connecticut.
9. **Changes to Terms.** We may update these Terms and Conditions at any time. Continued use of the site after changes are posted constitutes acceptance of the revised Terms.
10. **Contact.** Questions about these Terms may be directed to sales@redcrowtobacco.com.

REFUND POLICY

Refunds for Undelivered Orders. If your order has not been delivered, you may request a refund within thirty (30) days of the date of shipment. To request a refund, contact us at sales@redcrowtobacco.com and provide your order number. Refunds for non-delivery are issued on proof that the shipment has not been delivered — ordinarily the carrier tracking record showing that no delivery has been recorded, which we will confirm with the carrier. Approved refunds are issued to the original method of payment within ten (10) business days of approval.

Delivered Orders. Once an order has been delivered, all sales are final. Because of the nature of our products, we do not offer refunds, returns, or exchanges on delivered orders, including for change of mind, buyer's remorse, or dissatisfaction with the product. Orders that arrive damaged are handled under the Shipping Policy below.

Order Modifications. If you need to change or cancel your order, please contact us at sales@redcrowtobacco.com as soon as possible. We are able to accommodate modifications only if your order has not yet shipped. Once an order has shipped, it cannot be changed or canceled, and any refund is governed by the thirty (30) day non-delivery provision above.

Presale Orders. Cancellation and refund terms for presale and backorder items are set out in the Presale and Backorder Policy below.

By placing an order, you acknowledge and agree to this Refund Policy.

SHIPPING POLICY

Shipping Destinations. We ship to countries and regions where the sale and import of pipe tobacco products is legal. We do not ship to any country, region, or party subject to U.S. trade sanctions or export restrictions administered by the U.S. Department of the Treasury's Office of Foreign Assets Control (OFAC), and we reserve the right to decline shipment to any destination at our discretion, including where we become aware that the sale or import of our products is restricted or prohibited under applicable law.

Carrier and Delivery Times. Orders are shipped via DHL or UPS. Standard delivery time is approximately 10–14 business days from the date of shipment. Delivery times may be delayed due to customs processing, high demand, or incomplete or inaccurate shipping information provided by the customer. Please ensure your shipping address and contact details are accurate and complete at checkout.

Customs, Duties, and Import Fees. For orders shipped outside the United States, Red Kro and Blue Lion, LLC covers all customs duties, import taxes, and associated fees for your order. You will not be charged additional fees upon delivery.

Tracking. Tracking information is provided for every order at no additional cost.

Lost or Damaged Packages. Red Kro and Blue Lion, LLC assumes responsibility for packages that are lost or damaged in transit. If your order arrives damaged, please contact us at sales@redcrowtobacco.com and we will work with you to resolve the issue. If your order has not arrived, see the thirty (30) day non-delivery provision in the Refund Policy above.

Order Changes. If you need to update your shipping information, please contact us before your order ships. Once shipped, we are unable to redirect or modify delivery details.

Contact. All shipping and order enquiries may be directed to sales@redcrowtobacco.com.

PRESALE AND BACKORDER POLICY

When This Policy Applies. Most orders ship from inventory on hand at our licensed premises. From time to time, however, we may offer a product for presale before it is in stock, or accept an order for a product that is temporarily out of stock (each, a "presale order"). Any item offered on this basis is identified as a presale or backorder item on its product page, at checkout, and in your order confirmation email, together with the expected ship date or ship window that applies to it.

Expected Fulfillment Timeframe. Each presale item displays an expected ship date or ship window on its product page at the time you place your order. Unless a different window is stated for that item, we ship presale orders within thirty (30) days of the date your order is placed.

Expected Delivery Timeframe. Delivery time for a presale order runs from the date of shipment, not the date of order. Once your presale order ships, standard delivery is approximately 10–14 business days via DHL or UPS, subject to the customs processing and delay provisions in the Shipping Policy above. Your total expected time to delivery is therefore the stated ship window plus the standard delivery time.

Delay Notification and Your Right to Cancel. If we cannot ship your presale order within the stated ship window, we will notify you by email at the address on your order before that window expires. The notice will state a revised expected ship date and give you the option to cancel your order for a full refund. If you do not accept the revised ship date, or if we are unable to provide one, your order will be canceled and refunded in full.

Cancellation by You. You may cancel a presale order at any time before it ships, for any reason and at no charge, by emailing sales@redcrowtobacco.com with your order number. A cancellation request received before shipment is honored in full.

Cancellation by Us. We may cancel a presale order and refund it in full if the product becomes unavailable, if we are unable to lawfully ship to your destination, or for any of the reasons stated under Order Acceptance in the Terms and Conditions above.

Refunds on Presale Orders. Refunds on canceled presale orders are issued in full to the original method of payment within seven (7) business days of cancellation. Because a canceled presale order has not shipped, no proof of non-delivery is required and the thirty (30) day non-delivery provision in the Refund Policy above does not apply to it. That provision applies to a presale order only once the order has shipped, and runs from the date of shipment.

Contact. All presale and backorder enquiries may be directed to sales@redcrowtobacco.com.