

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 - Export Only.** Red Kro and Blue Lion, LLC sells pipe tobacco products exclusively for export outside the United States. Products sold through this site are not offered for sale or delivery within the United States.
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 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 Compliance.** All orders 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 Redcrowtobacco@gmail.com.

REFUND POLICY

All sales made through this website are final.

Due to the nature of our products and our status as an export-only tobacco seller, we do not offer refunds, returns, or exchanges under any circumstances, including but not limited to

change of mind, buyer's remorse, or dissatisfaction with the product. This policy applies to all orders without exception.

Order Modifications. If you need to change or cancel your order, please contact us at Redcrowtobacco@gmail.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, canceled, or refunded.

By placing an order, you acknowledge and agree to this no-refund, all-sales-final policy.

SHIPPING POLICY

Shipping Destinations. We ship exclusively outside the United States, 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 import of our products is restricted or prohibited under local law.

Carrier and Delivery Times. All orders are shipped via DHL. 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. 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 does not arrive or arrives damaged, please contact us at Redcrowtobacco@gmail.com and we will work with you to resolve the issue.

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.