

RETURN POLICY

All products shipped by OTB Global Enterprises Inc, CC2 Global Cigars, King's Ransom Cigars, KR Royalty Club, affiliates, related entities and related parties, ("OTB") warehouse or designated distributor is guaranteed and leaves inspected and in approved condition. Should purchaser be dissatisfied with the quality of any item or merchandise, purchaser must notify OTB Customer Service within 72 hours of receiving the merchandise to obtain a return **Authorization Number**. Merchandise that is returned or refused by purchaser without authorization will be subject to **50% restocking fee**. "Collector items" are not returnable. Once purchaser has obtained an **Authorization Number**, purchaser must mark it clearly on the package next to the address label. Unless approved in advance, orders returned with an authorization number will have a 25% restocking fee assessed. The refund for the order will be issued to purchaser as a refund to purchaser's credit card, or via form of original payment less the restocking fee.

OTB is not responsible for merchandise returned without an **Authorization Number**. Any package returned without an **Authorization Number** will be refused. **All authorized returns must be received within ten (10) business days after authorization issuance**. OTB has the right to waive this requirement if OTB approves in writing in advance.

Minor imperfections in some products do not constitute a cause for return.

Purchasers who return an order for refund will be charged according to the shipping method selected for that shipment. For example, a purchaser who refused or returned an overnight order will receive a refund less the amount of overnight shipping.

OTB does not accept items returned outside their original package and will not accept opened, unsealed, cut or partially used products. OTB reserves the right to refuse or prorate credit for any returned merchandise received in inadequate condition.

Return Policy Guidelines

Authorized returns of boxes or bundles containing twenty-one (21) individual cigars may receive a credit if no more than six (6) cigars have been smoked and not returned.

All promotional items must be returned in their original box along with all products contained in the original boxing or purchaser will be charged the current selling price of those items.

How To Make A Return

Call OTB Customer Service at 1-246-228-4400 between Monday and Friday 9:00 AM to 5:00 PM EST to determine eligibility for obtaining an Authorization Number, and issuance of an Authorization Number from OTB . In the event OTB provides an Authorization Number purchaser must also advise OTB the expected date of OTB's receipt of the product which shall be within then (10) days of issuance of the Authorization Number. Purchaser may also email a request with the specific details to info@OTBGEL.com and specify if purchaser will be requesting a credit or replacement.

Be sure when packaging the return to pack the products properly and to avoid damage to the contents of the products. If the products returned are damaged due to less than adequate packaging no credit will be issued.

Upon receipt of the Authorization Number and within ten (10) days of issuance of the Authorization Number send products via original method of shipping to: OTB Global Enterprises Inc., Attn: Customer Service, Burnham Court Bishops Court Hill, 2nd floor, Upper Collymore Rock, St. Michael, BB11115 Barbados