

RETURN GUIDELINES:

All merchandise shipped from our warehouse leaves here in perfect condition. In the unlikely event that you should doubt the quality of an item, you must notify us within 72 hours of receiving the merchandise to obtain a return Authorization Number. Merchandise that will be returned or refused by customer without authorization, will be subject to 50% restocking fee or \$15 whichever is more. "Collector items" on limited serial number sales are not returnable. Once you have obtained an Authorization Number, you should mark it clearly on the package next to the address label. We are 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.

Credit for any returned item which is a part of a "combination sale" shall not exceed the purchase price of the lesser value item. When the original order included a free item, a return can not be made without returning the free item as well. If the free item was not returned, its regular price shall be deducted from the credit. When the original order included free shipping, the cost of ground shipping will be deducted from the credit for any returned item.

We do not accept items returned outside their original box** and will not accept cut or partially smoked cigars. All returned items must still be in condition to be sent back to the manufacturer. We reserve the right to refuse or prorate credit for any returned item received in inadequate condition.

Shipping outside the US- Any return of merchandise that was shipped to customers outside the USA is the responsibility of the customer. All such customers need to arrange and pay to return any merchandise. Mikes Cigars will not cover the costs of returns from abroad.

E-COUPON

Any order placed on the web site*** for an item which is marked with the e-coupon symbol, will add a \$10 credit item to the customer's web site account. Any credit which was previously accumulated on a customer's account may be redeemed by reducing the sub-total of any future order**** by the amount of the available credit.

The deduction of credit is automatically offered at the check-out page and the customer just needs to enter the credit amount. You can check the amount of credit you accumulated by going to your account and click on electronic coupon amount any time.

* see disclaimers ** We do not accept returns of single cigars

*** The electronic coupon ("e-coupon") and the automatic credit feature is available only on the web site. You can not redeem e-credit while ordering through our call center, any such credit can be redeemed only while placing web site order through the internet. For customers ordering via our call center, the old gift certificate system is still available by mailing to us any paper coupon you received in your invoice.

**** Available credit can be redeemed only by a reduction of the subtotal on the order's invoice, i.e. the credit can not be used against Freight or Tax. *****purchase of gift certificate with a gift certificate is prohibited

Customer Service 9am-5pm EST - Credit Department 9am-5pm EST - Shipping 9am-5pm EST

Fax 24 hours a day
305 866 7977
Mike's Cigars
1030 Kane Concourse
Bay Harbor, FL 33154

ORDERING INFORMATION
1-800-962-4427

Ordering Hours:
Monday thru Friday: 8AM to 8PM EST
www.mikescigars.com

Wrapper Color Codes
N= Natural E=EMS
C=Cafe S=Sungrown
M= Maduro DM=DbI Maduro
O=Oscuro R=Robust

BillMeLater®

Buy Now, but pay Six Months Later. no payments! + No Intrest if paid in full in 6 Months. On orders over \$250, subject to credit approval.

SHIP TO:



Name First M.I. Last

Company Name (If applicable)

Address Apt./Ste.#

City State Zip

Date of Birth (Required to verify legal smoking age.) Daytime Phone Number

Email Address

Page#	Item Description	Color/Wrapper	Qty.	Price Each	Total

Subtotal

← Postage & Handling

Sales Tax (Florida Residents)

Total Amount Enclosed

No COD's. Florida residents should add applicable sales tax.

SHIPPING RATES

Mike's Cigars Super Saver Only \$6.99

Shipping charges - first three items*
shipping methods delivery times charges

Super Saver	2-10 Business days	\$6.99
USPS Priority	1-3 Business days	\$9.99
Florida One Day**	1-2 Business days	\$9.99
UPS Ground	1-6 Business days	\$11.99
UPS 3 Day	3 Business days	\$14.99
UPS 2nd day	2 Business days	\$19.99
Overnight***	1 Business day pm	\$29.99
UPS Priority Overnight***	1 Business day am	\$36.99
Saturday Delivery***	1 day	\$45.99

*each additional item over 3 items is \$1.00

**delivery takes 2 business days to Florida panhandle area

***not available to all delivery addresses or certain remote or rural locations. delivery times are business days only, the shipping day does not count Add 1 or 2 business days for Hawaii, Alaska, and remote rural locations

DISCLAIMERS

We reserve the right to cancel and fully refund the customer in any case of a typographical error or honest mistake that is clearly obvious that occurred on our web site. We will always try our best to accommodate any customer that was offended in such case in an amicable solution but sometimes we simply can't ship in this situation. All gift certificates must be mailed back to us in order to be redeemed. You must make a purchase to redeem a gift certificate. Brands that are promoted with a gift certificate for every box, the box must contain at least 20 cigars. Boxes with 19 cigars or less require a purchase of two boxes. On brands with a discounted second box/bundle, the second box/bundle must be of equal or lesser value than the first box/bundle. Application of gift certificate credit is subject to the "Gift Certificate Program" restrictions, samplers and free items - While we make every attempt to fill every order according to specified items, we sometimes have an "out of stock" situation. We reserve the right to substitute items with equal or better value items, samplers - In samplers that include cigars from different brands we reserve the right to replace a specific cigar with equal or higher value substitute.



SHIPPING & HANDLING

All orders are shipped by UPS. Ground Shipments should take from 4 to 7 business days to get to your door. All orders with lighters are shipped only by UPS Ground or UPS Super Saver.

FREE "UPS SUPER SAVER" SHIPPING

Mike's Cigars offer FREE SHIPPING for full cigar boxes with minimum of 15 cigars within the contiguous United States for over 100 cigar brands. Free Shipping may not be combined with other specials (such as e-mail special) or promotions. Free gifts do not get free shipping.

FREE SHIPPING

