

EXPEDITED SHIPPING

Need your CIC Powerbox™ immediately?

Please contact us for information on expedited shipping for your order.

Phone: (802) 468-7697

Email: sales@cicpowerbox.com

LEAD TIME

Each CIC Powerbox™ product is custom-built; therefore, please allow 4 to 6 weeks lead time for the completion of your order under normal circumstances. Due to popular demand and product availability, some lead times may exceed standard build times. Buyer will be contacted and updated with delivery schedule information as necessary to fulfill shipping and receiving requirements.

Occasionally, Manufacturer may carry some finished goods inventory in stock. If buyer orders a product that matches an in-stock item, it will be shipped as soon as possible. Buyer will be contacted and arrangements made for delivery.

SHIPPING BY MANUFACTURER

Any shipment that has been paid for by the Manufacturer through a “Free Shipping” program discount refers to standard “dock-to-dock” freight carrier services. Other charges such as lift-gates, residential, limited access, high-cost delivery area fees, and redelivery fees are not included in the item price, shipping cost or shipping promotion or discount. These charges are the buyer’s responsibility. Please contact CIC POWERBOX LLC to determine the best shipping options for your order (802) 468-7697.

CONSIGNEE RESPONSIBILITIES

All products shipped by Manufacturer should arrive in brand-new and undamaged condition. Shipping and handling through freight carriers can cause exterior and interior damage to the CIC Powerbox™ product if improperly handled.

Never sign for or accept any delivery from CIC POWERBOX LLC if there is any visible damage to your product without first contacting CIC POWERBOX LLC. If for any reason you are unable to contact CIC POWERBOX LLC, please refuse the delivery and send the product back to the manufacturer.

At the time of the delivery and in the presence of the delivery driver, please inspect the exterior of the shipment packaging for any signs of damage or improper handling including, but not limited to, cuts, scrapes, puncture wounds, torn stretch-wrap, etc... Should you discover any damage or evidence of improper handling, please take detailed digital photographs before opening the packaging. Do not use a box cutter or knife to open your shipment as you may cut or scratch the exterior of the product inside.

Once opened, inspect both the interior and exterior of the CIC Powerbox™ product for damage and then begin testing the functionality of the product by turning on lights, AC power, air compressor, DVM and any auxiliary applications before accepting the shipment. Should you discover any internal damage, external damage or non-functionality, please take detailed digital photographs of the damage to the product and/or take a digital video of any non-functionality and then immediately contact CIC POWERBOX LLC by calling (802) 468-7697 or emailing support@cicpowerbox.com.

If the damage is purely cosmetic, the buyer may choose to accept the shipment. If the damaged shipment is accepted, buyer must note, in detail, any and all damage on the delivery receipt in order to properly initiate a damage claim with the freight carrier in order for arrangements to be made in conjunction with CIC POWERBOX LLC to resolve the damage in the form of a monetary settlement remitted to the buyer. Damage claims are handled on a case-by-case basis and there is no guarantee of any settlement or refund. CIC POWERBOX LLC carries insurance on all deliveries, however, each claim made may or may not be covered by the insurer, depending on the circumstances. Damage claims must be initiated within 5 business days of the delivery date.

If the damage is severe or if there is no functionality of some or all CIC Powerbox™ systems, then the buyer may choose to refuse to accept the delivery and return the shipment with the carrier. Contact CIC POWERBOX LLC immediately to notify the company of the circumstances at which point CIC POWERBOX LLC will make arrangements to ship new replacement product to the buyer as soon as possible, only after the damage claim has been properly initiated. Damage claims must be initiated within 5 business days of the delivery date.

Failure to note damage on the delivery receipt, or failure to refuse delivery and return a damaged shipment with the freight carrier, may result in the buyer accepting responsibility for the loss or damage to the product.

If for any reason a damaged shipment is accepted without properly noting said damage on the delivery receipt, please take detailed digital photographs of the damage to both the packaging and product and immediately contact CIC POWERBOX LLC by calling (802) 468-7697. Concealed damage claims must be initiated within 5 business days of the delivery date.

Please note that all shipping and delivery times are estimated. After the order has been shipped, please contact the freight carrier with your tracking number for further information on the status of the order and its potential arrival date and time.

Purchases made in the remaining U.S. territories must be handled directly through CIC POWERBOX LLC by calling (802) 468-7697 or emailing sales@cicpowerbox.

CANADIAN BUYERS – PLEASE NOTE:

All prices, quotes, and monetary transactions with CIC POWERBOX LLC will be made in U.S. Dollars.

Any shipment that has been paid for by the Manufacturer through a “Free Shipping” program discount refers to standard “dock-to-dock” freight carrier services. Other charges such as lift-gates, residential, limited access, high cost delivery area fees, import duties, taxes, customs broker’s fees, and other charges are not included in the item price, shipping cost or shipping promotion or discount. These charges are the buyer’s responsibility. Please check with your country’s customs

office to determine what your additional costs will be prior to buying and then contact CIC POWERBOX LLC to determine the best shipping options for your order (802) 468-7697.

If you have a preferred customs broker, please provide them with your order invoice after purchase along with CIC POWERBOX LLC's phone number (802) 468-7697 and email address sales@cicpowerbox.com to better facilitate the shipping process. After the shipping release document(s) have been received by CIC POWERBOX LLC from your broker, your order will be added to the shipping queue.

If you do not have a preferred customs broker, Royal Customs Brokers will be used by default. After purchase, you will receive an invoice from Royal Customs Brokers, along with an Agency Agreement. You will be required to complete the form and provide them with your credit card information. After the shipping release document(s) have been received by CIC POWERBOX LLC from Royal Customs Brokers, your order will be added to the shipping queue.

Royal Customs Brokers:

24 Princess St, Fort Erie, ON L2A 1V6, Canada

(905) 871-7961 / 800-565-6441

mary@royal-customs.com & documents@royal-customs.com

INTERNATIONAL BUYERS – PLEASE NOTE:

All prices, quotes, and monetary transactions with CIC POWERBOX LLC will be made in U.S. Dollars.

All other international purchases must be handled directly through CIC POWERBOX LLC by calling (802) 468-7697 or emailing sales@cicpowerbox.

REFUND AND CANCELLATION POLICY

All sales are considered final immediately upon purchase. A refund or cancellation request may be made within ten business days of your product purchase date if the product has not already been shipped from the manufacturing facility or picked up by the buyer.

Any potential refund may be subject to, but not limited to: inspection fees, re-certification fees, restocking fees, shipping fees, freight charges, and/or denial of refund or cancellation request. An allowance of a cancellation or refund to the customer is not guaranteed and must be handled on a case by case basis. Any refund, partial or whole, returned to the customer will be less that of the aforementioned fees. Whenever fees are paid, such as freight and shipping, or discounts are given by CIC POWERBOX LLC, on behalf of the buyer, the original and return cost of the fees and discounts may be deducted from any accepted refunds or cancellations.

Phone: (802) 468-7697

Email: sales@cicpowerbox.com

BUYER'S RESPONSIBILITY

The use and operation of CIC Powerbox™ portable power and utility systems™ can be dangerous and

even fatal if used incorrectly.

Before operating or installing your CIC Powerbox™ product, please thoroughly read the Owner's Manual and Installation Manual found inside the CIC Powerbox™. Please strictly adhere to all warnings, precautions and hazards found inside the Owner's Manual and Installation Manual as well as all warning and caution labels found on the CIC Powerbox™ product itself.

All manuals are available on our website <http://cicpowerbox.com/support.html>

Please call or email us if you have any questions or concerns regarding the operation of any CIC Powerbox™ product.

Phone: (802) 468-7697

Email: support@cicpowerbox.com

Thank you for joining the Powercrew and remember,

**WHEREVER YOU GO,
GO WITH POWER.**

CONTACT CIC POWERBOX™ WITH ANY QUESTIONS

(802) 468-7697

support@cicpowerbox.com

www.cicpowerbox.com