

Black Friday Sale Rules

Sales will be given through our Facebook and Twitter pages and the homepage of our website.

Sales on various items will be posted throughout the day. Each sale will be for a limited time and/or quantity. If the discount/deal does not appear in your cart in step 6 of checkout, then you have missed out on this deal and should not proceed with the order. **We will not be applying discounts to already placed orders.** If the deal appears in your cart on step 6, then your order will show the discount when placed. There will be no exceptions to this rule.

Payment must be collected at the time of the sale in order to receive the sale. No sale will be given outside of its given time frame/date. Unpaid orders will not be processed at a later time/date. It is recommended that you phone your credit or debit card provider prior to the sale to make sure there is no limit on the daily charge.

All purchases must be made through the website. We will not be taking phone orders during the sale. Our phone systems will be closed during this busy weekend, so there will be no tech support. Voicemails will be responded to as soon as we can, but processing the orders will be our #1 goal. Emails will be answered before voicemails.

You will be able to use existing in store credits toward your Black Friday purchases but they must be attached to your account as gift certificate payments. We will not accept any coupon codes other than those given for the sale. Email kyla@zzperformance.com if you are not sure if your credit will apply for the sale. Prior arranged deals or sales with any of the ZZPerformance staff will not be valid during our Black Friday Sale. This includes vendor coupon codes, military discounts, or any other pre-arranged coupon code.

This sale is not valid for vendors. Vendors who place orders will have their order canceled and refunded back to them.

Our software will combine some orders but we will not be doing it manually and we will be shipping all day Friday so many orders will be processed without the ability to combine. For the sale, we have lower shipping costs to compensate for the inability to combine most orders. Please do not email asking for orders to be combined.

If your orders are combined, we will be issuing coupon codes for the difference in shipping if your orders are combined. There are no refunds for combined orders shipping. A coupon will only be issued if there is a difference in the shipping amounts.

Once you receive your tracking number for your purchase, we can no longer make adjustments, cancellations, or combine orders. You will have to reference our RMA policy in order to return your purchase.

We will do our best to get all orders out as soon as possible. Due to the number of orders, there may be a delay in shipping orders but we have doubled shipping capacity from last year so wait times will be reduced relative to prior years. We appreciate your patience!

There may be a delay on orders that have a difference in billing and shipping addresses. Orders with a difference in billing and shipping may require further verification. For the quickest order processing,

please have your orders shipped to your billing address. Orders paid with PayPal, using a confirmed PayPal address, are more easily processed as well.

If you have questions about orders placed during the sale, please include your order number in the subject line so that we can respond as quickly as possible.

We will be taking a break from 3am to 8am EST. No sales will be posted during this time.

If you have questions or would like clarification on any of these rules, please let us know before the beginning of the sale. If you do not agree with our rules or how we run this sale, you do not have to participate 😊 This sale is for our customers who enjoy the experience and discount of our sale.

Thank you!

Email customerservice@zzperformance.com with any questions!