



# SPARETIME SUPPLY, INC. PRIVACY POLICIES

*Sparetime Supply, Inc. knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This notice describes our privacy policy. By visiting Sparetime Supply, Inc., you are accepting the practices described in this Privacy Notice.*

## **WHAT PERSONAL INFORMATION ABOUT THEIR CUSTOMERS DOES SPARETIME SUPPLY, INC. GATHER?**

**Information you give us:** We receive and store any information you enter on our web site or give us in any other way. You can choose not to provide certain information; however, some information is necessary to processing your order. We use the information that you provide for such purposes as responding to your requests, customizing future shopping for you, improving our stores, and communicating with you.

## **DOES SPARETIME SUPPLY, INC. SHARE THE INFORMATION IT RECEIVES?**

Information about our customers is an important part of our business, and we are not in the business of selling it to others. We share customer information only with the business partners as described below:

**Agents:** We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders, delivering orders, sending email or postal mail and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.

**Protection of Sparetime Supply, Inc. and Others:** We release account and other personal information when we believe release is appropriate to comply with law; enforce or apply our conditions of use and other agreements; or protect the rights, property, or safety of Sparetime Supply, Inc., our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

**With Your Consent:** Other than as set out above, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information.

## **HOW SECURE IS INFORMATION ABOUT ME?**

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.

We reveal only the last digits of your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card processor.

## **ORDER PROCESSING**

Orders are typically filled and shipped within 24 hours of receipt. Due to stock shortages, some items may not ship. Sparetime Supply, Inc. reserves the right to ship partial orders or hold an order for complete shipment at our sole discretion. Prior to partial shipment of an order Sparetime Supply, Inc. will contact you.

## **ORDER CANCELLATION**

Sparetime Supply, Inc.'s web site does not offer online order cancellation. To cancel an order, please contact us toll free at 1-800-842-3276 or locally at 707-459-3576 within 24 business hours of placing your order.

## **ORDER STATUS**

To check on the status of your order, please contact our office toll free at 1-800-842-3276 or locally at 707-459-3576, Monday – Friday, 8:00 am – 4:30 pm.

## **SHIPPING & DELIVERY FEES**

Shipping and delivery/trucking fees are approximate based on information provided by UPS and other current market demands such as fuel prices, etc. We cannot confirm the shipping fees until your order enters the shipping process.

We deliver regularly to many northern California locations. Depending on your location, the content and size of your order, we may use UPS, common carrier, independent trucking services or deliver goods via our own fleet. Orders may also be picked up. The delivery charges & pallet minimums vary by area.

If an order's correct shipping fee is higher than the calculated fee, we will attempt to contact you for instructions before shipping.

The shipping rates for many items we sell are weight-based. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound.

## **RETURNS**

Within 30 days of receipt of your shipment, you may return any item for a full refund (we'll also refund the shipping cost if the return is a result of our error). Items are not returnable if they are in un-sellable condition.

We will notify you of your refund once we have received and processed the returned item.

### **Packing and Sending Your Return**

1. Pack the items along with the packing slip (receipt) securely in a box.
2. Affix the shipping label to the outside of the box. Ship items directly to our store. The store address can be found on our web site or on the original packing slip (receipt).

## **PAYMENT PROCESSING**

Existing customers have varying payment processing terms dependent upon the duration, timeliness and payment history of their account with Sparetime Supply, Inc. In accordance with your businesses specific terms, as determined by Sparetime Supply, Inc., you may be entitled to C.O.D., Net 10, or Net 30 day terms. Our policy for new customers is C.O.D. terms for the first year. Payment may be made by company check or credit card. After the first year you may ask for review of your account to change your terms to Net 10 or Net 30.

Your card is charged only for the items that are shipped, plus shipping/delivery charges.

All C.O.D. payments are in advance and by credit card.

## **DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY**

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