

## **Privacy Policy:**

This privacy policy discloses the privacy practices for [actionadvflags.com](http://actionadvflags.com). This privacy policy applies solely to information collected by this web site. It will notify you of the following:

1. What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

### **Information Collection, Use, and Sharing**

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding your order. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

### **Your Access to and Control Over Information**

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.
- You can opt out to our emails at any time by clicking unsubscribe on the email.

## **Security:**

Our Secure Socket Layer (SSL) standard security technology ensures that your sensitive information such as credit card numbers, address, name, shipping and billing information, login credentials are transmitted securely. The SSL establishes an encrypted link between our server and the website to allow this secure exchange. We take precautions to protect your information wherever possible.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

## **Return Policy:**

Our Return Process is simple and hassle free. **You can return your merchandise to us up to 30 days from your item's ship date.**

If you are unsatisfied with your purchase and have your original receipt or packing slip, we will gladly issue a refund within 30 days of the purchase (less shipping charges). Without a receipt or packing slip, you may receive an exchange or store credit. Items returned after 30 days of original ship date will not be accepted without prior approval. All items must be unworn, unused and in original packaging to be eligible for a refund, store credit or an exchange.

If you receive a defective item, the wrong item, or the wrong quantity, **contact us** immediately. We will resend the correct item to you and refund the return shipping costs due to our error. Please include the original invoice in the package.

Items that have received personalization require prior authorization in order to be returned.

We will send an email once we receive and inspect your returned items.

Please check your spam or junk mail folder. Occasionally our email is routed to such folders.

Due to carrier transit times, please allow up to 3 weeks from the date you mail your package for your return to be processed completely.

### **Shipping and Handling:**

Most items on our website will have \$5 handling fee unless the item is oversized and requires special packaging (e.g. flag poles, sign stakes). Larger packages will include \$10 handling fee.

All orders will be shipped via UPS. UPS delivers Monday thru Friday, excluding holidays. We may adjust the shipping charges if we find the actual cost was less than charged at check out. Please feel free to contact us if you have any questions or concerns during checkout. We are here to help you.

Orders will be processed and shipped out within 2 days and an email will be sent through UPS once order has shipped.

PLEASE NOTE: out of state orders WILL NOT be charged sales tax. Any orders shipped to Louisiana addresses will include 10% sales tax.