

# POLICIES & RETURNS

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## SHOPPING, SHIPPING & RETURN POLICIES

By shopping at FauxFurEver.com, you agree to the following terms:

### Shipping Service:

U.S. CUSTOMERS: All orders are shipped FedEx ground at no additional charge.

INTERNATIONAL CUSTOMERS: By clicking the submit button for your order, you agree to pay your countries duties and tariffs upon arrival of your package. Additional shipping charges (besides shipping and handling costs) may need to be added to your order to send the package to you. We will adjust the shipping charges after your order has been sent. Be sure you are aware of your countries policies.

Cancellation of your order upon arrival makes you liable for all shipping charges. Orders can only be shipped to the address of the card holder and we only accept credit cards from the cardholder. Orders will not be shipped to P.O. boxes. We make every effort to ship your order as quickly as possible-usually 2 weeks or less. If we are out of stock on an item, or that item is on back order, we will do our best to get that item as soon as possible. If for any reason we can not send out your order, you will be notified.

### Return Policy:

**Please contact us within 7 days of receipt for a full refund of the item you have purchased.** We will gladly accept all returns if contacted within the 7 day period. The original shipping and handling charges will not be credited back to your charge card unless FauxFurEver.com has made a mistake in sending the wrong item or the item is defective. All return requests must be accompanied by a written explanation of the reason for return via email – [info@fauxforever.com](mailto:info@fauxforever.com) We accept Visa, Mastercard and American Express. If a package is returned to us stamped refused there will be a 10% restocking fee applied to the credit.

### Sale Items:

All sales of discounted items are final.

### Privacy Policy:

It is our policy not to sell, trade, or otherwise give away to third parties the names and personal information of our clients.

## WEBSITE TERMS & CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS WEB SITE. YOUR USE OF THIS WEB SITE CONFIRMS YOUR UNCONDITIONAL ACCEPTANCE OF THE FOLLOWING TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, DO NOT USE THIS WEB SITE.

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\* Shipping Limitations when an order is placed, it will be shipping to an address designated by the purchaser as long as that shipping address is compliant with the shipping restrictions contained on this Web Site. All purchases from this Web Site are made pursuant to a shipment contract. As a result, risk of loss and title for items purchased from this Web Site pass to you upon delivery of the items to the carrier. You are responsible for filing any claims with carriers for damaged and/or lost shipments.

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# PRIVACY POLICY

We recognize that you care how information about you is used and shared. We have created this Privacy Policy to inform you of our information collection, use and sharing practices for this Web site.

Please be advised that the practices described in this Privacy Policy apply only to information gathered through this Web site and, where applicable, through our customer service department in connection with this Web site, and do not necessarily reflect our practices with respect to information gathered through other Web sites that we operate or through other off-line means.

## **What Information About Me Is Collected and Stored?**

We collect and store information that you enter into this Web site or that you provide to our Customer Service Department. For example, when you open an account or place an order, we collect and store some or all of the following information that you provide: name, billing address, shipping address, email address, telephone number, credit card number and expiration date. This information is used to provide the products and services that you have ordered or requested, to process and ship orders, to send order and shipping confirmations and to provide customer service. This information also may be used to contact you about sales, special offers and new site features, unless you have opted not to receive promotional communications in connection with this Web site.

We collect and store certain other information automatically whenever you interact with this Web site. For example, we collect your IP address, browser information and reference site domain name every time you visit this Web site. We also collect information regarding customer traffic patterns and site usage. This information is used to analyze and improve this Web site and to provide our customers with a fulfilling shopping experience.

Also, like many Web sites, we use "cookies", which are files stored on your computer's hard drive by your browser. Cookies do not contain personally identifiable information. Cookies help us to identify account holders and to optimize their shopping experience. Cookies also allow us to hold selections in a shopping cart when a user leaves this Web site without checking out. Cookies are not used on this Web site to store your account information; this information is stored securely on this Web site's server. When you log in at this Web site with your username and password, we will assign you a secure session id. The server then passes your information to you through this secure session id. Also, we will use cookies to monitor and maintain information about your use of this Web site. Cookies are also used to track the identity of the Web site you visited immediately prior to visiting this Web site; otherwise, we do not track information about your use of other Web sites. Most browsers accept cookies automatically but allow you to disable them. We recommend that you leave cookies "turned on" so that we can offer you a better shopping experience on this Web site.

## **Is Information Collected From Children?**

This Web Site is a general audience website and is not directed for use by children. We do not intend to collect Personal Information from anyone who is under the age of 13. If you are under the age of 13, you should not provide any Personal Information to us and you should use this Web Site only with the involvement of a parent or guardian.

## **With Whom Do You Share Your Information?**

We do not share with others, or sell or rent to others, any personal information that you provide to us through this Web site or through our Customer Service Department, except with your consent or as described in this Privacy Policy.

We engage third parties to perform services in connection with the operation of our business. Examples of these services include payment processing and authorization, fraud protection and credit risk reduction, product customization, order fulfillment and shipping, marketing and promotional material distribution, Web site evaluation, data analysis and, where applicable, data cleansing. We provide personal information to these third parties, but we authorize them to use this information only in connection with the services they perform.

We may release personal information if we believe in good faith that: the law or legal process requires it; we have received a valid administrative request from a law enforcement agency; or such release is necessary to protect the rights, property or safety of Nod Clothing, LLC, or any of our respective affiliates, business partners, customers or others.

## **What Steps Are Taken To Keep My Information Secure?**

We use various security measures, including Secure Socket Layer (SSL) encryption technology, to protect personal information that we collect. If you place an order through this Web site, you will be asked to set up an account and provide an email address and password. You must provide an appropriate email address and password in order to access account information. In order to help protect your personal information further, you should be careful about providing your password to others.

**What About Online Surveys?**

We may from time to time conduct on-line surveys. When you complete an online survey, we may ask for certain information including your age, zip code, shopping habits, email and/or mailing address. This information will be treated in accordance with this Privacy Policy.