

Clocca Privacy Policy & Return Policy pg 12

Return Policy:

Clocca Concepts is committed to providing our customers with quality products and materials. Our customer's happiness is our number one goal. As such, we will be happy to work with those customers who have damaged and/or faulty products and materials. To successfully correct any problems please follow the steps below.

1. Please contact us immediately with any problems upon receipt of items at info@cloccaconcepts.com.
2. Clocca Concepts will provide you with a *Damaged Item* form to complete and mail in with your product.
3. Damaged items must be returned within 30 days of receipt to be replaced.

Privacy Policy:

What information do we collect?

- We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.
- When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.
- We also collect information about gift recipients so that we can fulfill the gift purchase. The information we collect about gift recipients is not used for marketing purposes.

How do we use your information?

We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To allow us to better service you in responding to your customer service requests.
- To quickly process your transactions.
- To administer a contest, promotion, survey or other site feature.
- If you have opted-in to receive our e-mail newsletter or catalog, purchased from us recently, or signed up for a promotion or sweepstakes, we may send you

periodic e-mails. If you would no longer like to receive promotional e-mail from us simply click the unsubscribe link at the bottom of any newsletter.

How do we protect visitor information?

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above. Information is never sold.

Do we disclose the information we collect to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. The term "outside parties" does not include Clocca Concepts. It also does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

How can you opt-out, remove or modify information you have provided to us?

To opt-out of your e-mail subscriptions, please click the "unsubscribe" link at the bottom of any newsletter. Please note that due to email production schedules you may receive any emails already in production.

Third party links

In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

Changes to our policy

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change.

Questions and feedback

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue.

Online Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.