

Gordon Heat™ ONLINE STORE POLICIES

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PRIVACY POLICY

COLLECTION OF PERSONAL INFORMATION

When you use our Products or Website, you may be asked for personally identifiable information such as your name, address, email address, and telephone number. By giving us such information, you will need to consent by using it in the manner described in this policy. You may withdraw your consent at any time by emailing us at spicefamily@gordonheat.com. We will return or destroy your personal information within five business days of receipt of your withdrawal of consent.

COOKIES

Cookies are small data files that a website you visit may save on your computer or handheld device that usually includes an anonymous unique identifier. Our Websites and those of our Products may use cookies for user authentication, keeping track of your preferences, promotional campaigns, tracking our audience size and traffic patterns, and in certain other cases. We may include small graphic images in our email messages and newsletters to determine whether the messages were opened and the links were viewed.

SECURITY

All security on our Website is treated seriously. Where applicable, we undertake security steps, including use of SSL technology, on our back-end systems that store customer account information and to protect data traffic. However, this is not a guarantee that such data transmissions cannot be accessed, altered or deleted due to firewall or other security software failures. If you have any further concerns about security, please email us at spicefamily@gordonheat.com.

REFUNDS/CANCELLATIONS

You may return any of our products within 30 days of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, we require a receipt or proof of purchase. Refunds (if applicable) Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

EXCHANGES

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at spicefamily@gordonheat.com and send your item to: 1625 Westchester Blvd #3, Springfield, IL 62704. Domestic shipping request is processed within 2-3 days. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over \$50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

CONTACT US

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