SALT LAKE IRON & STEEL LTD. CO. PRIVACY POLICY

Last Updated: April 25, 2025

Your privacy is important to us at Salt Lake Iron & Steel Ltd. Co. and its affiliates (collectively "Company," "we," "us," or "our"), and we are committed to safeguarding, preserving, and respecting your privacy rights. This online privacy statement (the "Statement" or "Policy") describes how we collect, use, disclose, and secure the personal information we gather about you through our websites for our Salt Lake Iron & Steel Ltd. Co. business, https://www.saltlakeis.com/, https://kingspeakhome.com/, https://kingspeakhome.com/, https://theappliance.net/ (the "Site(s)"), our online services, and when you interact with us as a customer or otherwise (collectively, the "Services").

For purposes of this Statement, personal information means data that classifies as personal information, personal data, personally identifiable information, or similar terms under applicable data privacy and security laws and regulations. It does not include data excluded or exempted from those laws and regulations. Nothing in this Statement will constitute an admission or evidence that any particular data privacy or information security law or regulation applies to Company generally or in any specific context.

This Policy expressly incorporates any privacy notices we may issue to supplement this Policy, for example if required by law. Depending on your residency, a supplemental privacy notice may apply to you. Unless supplemental notices expressly provide otherwise, in the event of any conflict between this Policy and additional privacy notices this Policy governs.

1. You Consent to This Statement

You should read this Statement carefully, so that you understand our privacy practices. We recommend printing and retaining a copy for your future reference. By accessing, browsing, downloading, or otherwise using the Services, you confirm that you have read, understood, and agreed with this Statement. If you do not agree to this Statement, you may not use the Services.

This Statement applies regardless of how the Services are accessed and will cover any technologies or devices by which we make the Services available to you, including home appliances.

We may provide you with additional privacy notices or terms where we believe it is appropriate to do so. It is important that you read this Statement together with any other privacy notice or terms we may provide on specific occasions, so that you are fully aware of how and why we are using your data. This Statement supplements these other notices and is not intended to override them.

If you have any questions or concerns about our personal information policies or practices, you can contact us in the methods described in the "**Contact Us**" section below.

2. What Types of Information Do We Collect?

We collect information you voluntarily provide to us directly, information that we collect automatically when you interact with the Services, and information collected from third parties. The categories of personal information that we collect and the purposes for which we collect that information are described below.

Categories of Personal Information We Collect

The following list describes the categories of personal information we may collect.

- Account Information includes name, zip code, country, email address, username, and password. For certain product types, we may also collect information regarding your vehicle such as make and license plate. We collect this information when you provide it directly to us. We collect this information for the purposes of account creation and management, analytics and research, customer service, marketing and advertising, newsletters and related communications, and leasing of goods.
- Website Analytics Information. We may collect certain analytics information automatically as you navigate our Services and the communications we provide, such as emails. This may include cookies, tracking pixels, tags or similar tools, such as session replay technologies, which may collect information about your browser, device, geolocation, and that may log how you interact with our Services. For more information, please view the "How Do We Use "Cookies" and Other Tracking Technologies?" section below. We collect this information for the purposes of analytics and research, customer service, marketing and advertising, newsletters and related communications, and website security and maintenance.
- Contact Information includes name, mailing address, Premises address, title, email
 address, and phone number. We may also request and collect similar contact
 information regarding individuals you list as references. We collect this information
 when you provide it to us directly, such as when you make a purchase or fill out a
 form. We also may obtain this information indirectly from other sources including
 our service providers. We collect this information for the purposes of account
 creation and management, customer service, marketing and advertising,
 newsletters and related communications, and leasing of goods.
- Commercial History includes information regarding the purchases you have made
 through our Services, from our affiliates, or business partners, such as your lease
 number, item leased, payment information, and last transaction date. We collect
 this information when you provide it directly to us and through our ongoing
 interactions with you. We collect this information for the purposes of account
 creation and management, analytics and research, customer service, marketing
 and advertising, newsletters and related communications, and leasing of goods.
- Demographic Information includes name, email address, place of employment, type of employment, industry, household income, race, age, and gender. We collect this information when you provide it directly to us, such as when you complete an application or take part in voluntary market research surveys. We collect this

information for the purposes of account creation and management, analytics and research, marketing and advertising, newsletters and related communications, and leasing of goods.

- Financial Information includes information that you provide regarding your lease
 agreement and product interests, such as your Social Security number and
 information regarding your income, employment, title, and references. We collect
 this information for the purposes of account creation and management, customer
 services, analytics and research, and leasing of goods.
- Appliance Analytics Information includes information that is provided at the time of installation or repair by Salt Lake Iron & Steel, Ltd. Co. or its affiliates and by the Appliance itself, such as usage time of day, duration, amount of natural resources used, operational status messages, operational metrics (e.g. flow rates, regeneration cycles, ignition cycles, inlet water temperature, input power detection, set temperature, etc.), maintenance codes, error codes, tamper codes, operating firmware version, Over the Air (OTA) update version, signal strength, communications hardware version and status, additional appliances being used on the network, appliance location on Premises, images or video confirming installation and current working condition, consumable cartridge serial codes, data transmission/connection periods, and network carrier information of the leased Appliance, if applicable.
- Interests and Preferences includes products that you may be interested in and
 information regarding alerts you may like to receive. We collect this information
 when you provide it directly to us and by analyzing your interactions with our
 Services. We collect this information for the purposes of account creation and
 management, analytics and research, customer service, marketing and advertising,
 newsletters and related communications, and leasing of goods.
- Payment Information may include name, address, phone number, debit or credit
 card information, or information regarding any relevant lease agreement. We collect
 this information when you provide it directly to us. We collect this information for
 the purposes of account creation and management, customer service, analytics
 and research, and leasing of goods.
- Digital Customer Service Information includes information that you provide to us
 when you initiate or otherwise send a communication through the online Digital
 Customer Service functionality, our automated chat function, which may utilize
 artificial intelligence (AI) technology. Please note that by using the Digital Customer
 Service, you are engaging with an automated program and not a real person, and we
 will record the conversation. Please also note that information relating to your
 communications may be shared with our service provider. We collect this
 information for the purposes of analytics and research and customer service.
- Responses to Surveys and Questionnaires includes any information you provide to
 us when you voluntarily complete market research surveys such as email address,
 place of employment, type of employment, industry, interests, household income,

race, age, and gender. We collect this information when you provide it directly to us. We collect this information for the purposes of analytics and research, customer service, marketing and advertising, and newsletters and related communications.

- Social Media Information includes information that you post or share on a blog or
 other form of social media platform. We collect this information when you provide it
 directly to us. Please note that your comments may be visible to the public, so you
 should never share personal information that you would like to keep private. We
 collect this information for the purposes of analytics and research, customer
 service, marketing and advertising, and newsletters and related communications.
- Text Communications Program Information includes information obtained as part of our Text Communications program. We collect this information for the purposes of account creation and management, customer service, marketing and advertising, newsletters and related communications, and leasing of goods.
- Biometric Information. We, or our service providers, may collect biometric
 information such as facial geometry from your passport or driver's license
 information, other identity documents you provide to us for identity verification
 purposes. For more information about how long we, or our service providers, retain
 such information, please see the "How Long Is Your Personal Information Kept"
 section below.

Purposes for Collection of Personal Information

SALT LAKE IRON & STEEL LTD. CO.

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The following chart identifies the purposes for which we may collect your personal information, as well as information regarding our use and disclosure of that personal information. Please note that we may not collect each category of information about each user of our Services.

Purpose	Categories of Personal Information	Targeted Ad/Sales	Data Shared With Third Parties	Categories of Third Parties
Account Creation • and Management •	Account Information Commercial History Contact Information Demographic Information Financial Information	Yes/No •	Account Information Contact Information Appliance Analytics Information Biometric Information	Third Party Business or Financial Services Partners

- Appliance Analytics Information
- Interests and Preferences
- Payment Information
- Text Communication Program Information
- Biometric
 Information

Newsletters and • Related Communications •

- **Account Information**
- Website Analytics
 Information
- Commercial History
- Contact Information
- Demographic Information
- Appliance Analytics Information
- Interests and Preferences
- Responses to Surveys and Questionnaires
- Social Media
- Text Communication Program Information

Yes / Yes •

- Email Lists
- Website Analytics Information
- Appliance Analytics Information
- Analytics
 Providers
- Third Party
 Advertisers
- Third Party Business Partners or Financial Services Partners

Leasing of Goods • or Services

- Account Information
- Commercial History
- Contact Information

Yes / Yes • Account Information

- Contact
 Information
- Appliance Analytics Information
- Analytics Providers
- Third Party Advertisers
- Third Party
 Business
 Partners or

- Demographic Information
- Financial Information
- Appliance Analytics Information
- Interests and Preferences
- Payment Information
- Text
 Communication
 Program
 Information
- Biometric
 Information

- Email Lists
- Commercial History
- Interests and Preferences
- Biometric
 Information

Financial Services Partners

Marketing and Advertising

- Account Information
- Analytics
 Information
- Commercial History
- Contact Information
- Appliance Analytics Information
- Demographic Information
- Interests and Preferences
- Payment Information
- Response to Surveys and Questionnaires
- Social Media Information

Yes / Yes •

- Account Information
- Contact
 Information
- Email Lists
- Persistent Identifiers
- Appliance
 Analytics
 Information
- Website
 Analytics
 Information
- Interests and Preferences

- Analytics
 Providers
- Third Party Advertisers
- Third Party
 Business
 Partners or
 Financial
 Services
 Partners

Email/Text/Direct
 Mail Communication
 Program Information

Analytics and Research

- Account Information
- Website Analytics Information
- Commercial History
- Demographic Information
- Financial Information
- Appliance Analytics Information
- Interests and Preferences
- Payment Information
- Social Media Information
- Responses to Surveys and Questionnaires
- Digital Assistant Information
- Appliance Usage
- Natural Resource Usage
- Network/Data Usage

Yes / Yes •

- Contact Information
- Interests and Preferences
- Social Media Information
- Website Analytics Information
- Appliance Analytics Information
- Email Lists

- Analytics
 Providers
- Third Party
 Advertisers or
 Financial
 Services
 Partners

Customer Service

- Account Information
- Website Analytics Information
- Commercial History
- Contact Information

Yes / Yes

N/A

N/A

- Contents of Communications and Requests
- Financial Information
- Appliance Analytics Information
- Interests and Preferences
- Payment Information
- Responses to Surveys and Questionnaires
- Digital Customer
 Service Information

Website Security • and Maintenance

Website Analytics
Information

No / No

N/A

N/A

Other Ways We May Collect, Use, or Share the Information

We may also reserve the right to collect, use, or share personal information for the following purposes:

- Based on your consent or direction. Throughout the course of using our Services, you may be provided with additional opportunities to consent to the disclosure of your personal information with various third parties. In these circumstances, the Company will provide you with clear and specific notice of the opportunity in order to obtain your consent.
- For legal purposes. We reserve the right to cooperate with local, provincial, state, federal and international officials in any investigation requiring either personal information or reports about lawful or unlawful user activity on this site or any subsidiary website. We also reserve the right to share your personal information to establish, exercise, or defend our legal and property rights, including providing information to others for the purposes of fraud prevention. We may also share your personal information (i) if we are ordered by a legal process or government to do so, or (ii) with any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

- Business transactions or mergers. We reserve the right to share your personal information to third parties as part of any potential business or asset sale, merger, acquisition, investment, round of funding, or similar type of transaction.
 Additionally, if we are entering into a corporate transaction with a third party, we may receive personal information in connection with the diligence. If we close a transaction, the third party may transfer personal information, which we would use as described in this Policy.
- Bankruptcy or insolvency. In the event of bankruptcy, insolvency, or dissolution proceedings, we may share your personal information with third parties as part of the sale or reorganization process.
- Affiliate Service Providers. We may share with service providers who perform services on our behalf. Any such affiliate service providers will be under an obligation to us to maintain the confidentiality of your personal information.
- Our business partners, affiliates, and subsidiaries. We may collect information from—or share information with—our partners such as market research firms, financial services partners, and our affiliates, subsidiaries, joint ventures, or other companies under common control. We may combine that information with other information we collect about you. You may revoke your consent for the sharing of information with financial service partners by submitting a Do Not Sell request here. Furthermore, all information gathered about you by the Company may be shared with any of the Company's current or future subsidiaries or affiliates.

We will not disclose your information except as provided for in this Policy.

Information Regarding Automated Profiling

We rely on certain types of automated processing in order to prevent, detect, and protect against fraud, identity theft, and other illegal activities. Under some privacy laws, this processing may constitute "profiling." This means that we use automated programs that analyze your Contact Information, Payment Information, Commercial History, Appliance Analytics Information, and Financial Information automatically and without human assistance in order to detect indicators of fraud and verify your identity. We do not report the results of such automated profiling to credit bureaus.

This system provides benefits to our consumers by increasing the speed of the decision-making process, decreasing its cost, and preventing consumers and the general public from the harms of fraud and identity theft. We also periodically review the functionality of these systems to ensure their accuracy and fairness and mitigate any risks associated with their use. However, as with any eligibility determination, our automated profiling system may not have access to all relevant information or may process information that is, or that you believe to be, inaccurate, which may negatively impact the outcome of the eligibility determination.

Our automated profiling system is essential to the provision of our Services. We cannot

feasibly offer a manual alternative to the automated profiling fraud and identity theft detection and prevention. As a result, if you opt-out of automated profiling for this purpose, we will be unable to provide you with our Services.

If you wish to opt-out of Automated Profiling, you may refuse to provide your consent at the time your consent for such profiling is requested. Additionally, you may submit a request to correct or delete in accordance with the "*Exercising Your Rights*" portion of Section 4 below.

3. How Do We Use "Cookies" and Other Tracking Technologies?

We may send one or more cookies to your computer or other device. We may also use other similar technologies such as tracking pixels, tags, or similar tools when you visit our Services. These technologies can collect data regarding your operating system, browser type, device type, screen resolution, IP address, and other technical information, as well as navigation events and session information as you interact with our Services. This information allows us to understand how you use the Services.

What Are Cookies?

Cookies are small files created by websites, including our Services, that reside on your computer's hard drive and that store information about your use of a particular website. When you access our Services, we use cookies and other tracking technologies to:

- Estimate our audience size and usage patterns;
- Store information about your preferences, allowing us to customize our Services according to your individual needs;
- Contact you to provide you with information or services that you request from us;
- Advertise new content, events, and services that relate to your interests;
- Provide you with more personalized content that is most relevant to your interest areas;
- Recognize when you return to our Services.

We set some cookies ourselves and others are set by third parties. You can manage your Cookies preference as described in the "Managing Your Cookies" section below.

What Types of Cookies Do We Use and Why?

The following chart lists the different types of cookies that we and our service providers use on the Services, examples of who serves those cookies and links to the privacy notices and opt-out information of those cookie servers.

Types of	Purpose	Who Serves (for example)
Cookies		

Essential

These cookies are required for the operation of the Services and enable you to move around the Services and use its features. This includes the ability to remember login information, items in shopping carts, language preferences, and settings. Disabling these cookies can negatively impact the performance of Services.

- Salt Lake Iron & Steel Ltd. Co. website(s)
- Google

Functionality

These cookies are used to recognize you when you return to the Services. This enables us to personalize content for you and remember your preferences. These cookies also enable your interactions with the Services such as emailing us, enabling our chat services, and remembering your consent preferences.

- Salt Lake Iron & Steel Ltd. Co. website(s)
- Google
- <u>LivePerson</u>
- Salesforce
- **Optimizely**
- Zeta

Analytics, Performance, and Research

These cookies, beacons, and pixels allow us to analyze activities on the Services. They can be used to improve the functioning of the Services. For example, these cookies recognize and count the number of visitors and see how they move around the Services. Analytics cookies also help us measure the performance of our advertising campaigns to help us improve them and to optimize the content on the Services for those who engage with our advertising.

- Salt Lake Iron & Steel Ltd. Co. website(s)
- Crazy Egg
- Salesforce
- Google
- Meta
- Pinterest
- AppNexus/Xandr
- Verizon/Oath
- Causal IQ
- Microsoft Bing
- Pandora
- Zeta

- Yahoo!
- TikTok
- Claritas

Social Networking

These cookies are used to enable you to share pages and content that you find interesting on our Services through third-party social networking and other websites. These cookies may also be used for advertising purposes.

- Salt Lake Iron & Steel Ltd. Co. website(s)
- Meta
- TikTok

Advertising

These cookies and pixels are used to deliver relevant ads, track ad campaign performance, or track email marketing.

- Salt Lake Iron & Steel Ltd. Co. website(s)
- Google (Opt-out via Google Ad Settings)
- Meta
- AppNexus/Xandr
- Verizon/Oath
- Causal IQ
- Microsoft Bing
- Pandora
- Zeta
- Pinterest
- Yahoo!
- TikTok

We do not disclose information to any third party that identifies a specific person as having viewed specific video materials.

How Long Do Cookies Stay on My Device?

Some cookies operate from the time you visit the Services until the end of that particular browsing session. These cookies, which are called "session cookies," expire and are automatically deleted when you close your Internet browser.

Some cookies will stay on your device between browsing sessions and will not expire or

automatically delete when you close your Internet browser. These cookies are called "persistent cookies" and the length of time they will remain on your device will vary from cookie to cookie. Persistent cookies are used for a number of purposes, such as storing your preferences so that they are available for your next visit and to keep a more accurate account of how often you visit the Services, how your use of the Services may change over time, and the effectiveness of advertising efforts.

Managing Your Cookies

It may be possible to block cookies by changing your Internet browser settings to refuse all or some cookies. If you choose to block all cookies (including Essential cookies), you may not be able to access all or parts of the Services.

You can find out more about cookies and how to manage them by visiting https://www.aboutcookies.org/.

Does the Site Respond to "Do Not Track" Signals?

We respond to the Global Privacy Control ("**GPC**") signal. The GPC signal is a browser level signal that can reflect the desire to opt-out of having personal information shared or sold. Some browsers allow transmission of GPC signal. When you broadcast this signal, we will not transmit your personal information to third parties who perform analytics services or who advertise to you based on this information. Please note that your use of our website will still be tracked by the Company and its service providers who have agreed to limit their use of personal information.

4. Consumer Users' Rights

Under certain privacy laws, some state residents are entitled to various privacy rights. Although they may not all apply to Salt Lake Iron & Steel Ltd. Co., the states with privacy laws that will be in effect in January 2025 include California, Colorado, Connecticut, Delaware, Iowa, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Texas, Utah, and Virginia.

Salt Lake Iron & Steel Ltd. Co. values its customers' privacy. The chart below explains these rights, although some exceptions may apply.

Consumer Right Explanation

Right to Know/Access	You have the right to confirm whether we are processing your personal data, and the right to access that data.
Right of Correction	You have the right to correct inaccuracies in your personal data, taking into account the nature of the personal data and the purposes of the processing of the personal data.

Right of Deletion You have the right to delete your personal data provided by you or obtained about you.

Right of **Portability**

Up to two times per calendar year, you have the right to obtain your personal data in a portable and—to the extent technically feasible—readily usable format that allows you to transmit the data to another entity without hindrance.

Right to Opt-out: You have the right to opt-out of the processing of your personal data for the purposes of:

- 1. Targeted advertising;
- 2. The sale of personal data; and/or
- 3. Profiling in furtherance of decisions that produce legal or similarly significant effects concerning you.

To opt-out, please visit our "Your Privacy Choices" page.

To exercise any of the rights listed in the chart above, please visit us <u>here</u>.

Sensitive Information

We will process Sensitive Data (as the term or its equivalent is defined in applicable privacy laws) in accordance with any applicable privacy laws. In some instances, that means we will not collect Sensitive Data without first obtaining your consent or providing you with the right to opt out.

For the purposes of serving you relevant advertisements based on your location, we collect geolocation information to perform geofencing from our service providers. These service providers will not collect this information from Connecticut, Utah, and Virginia residents without first obtaining consent.

Exercising Your Rights

If you wish to exercise one of the above rights and it applies to you, please submit a request by visiting us at here or call us using the phone number listed in the "Contact Us" section.

If necessary, we may request additional information reasonably necessary to authenticate you and your request.

In certain circumstances, you may make a request on behalf of another such as if you are an authorized agent or the parent or guardian of a child on behalf of whom you wish to exercise their rights.

We will respond to verified consumer requests, if applicable, within 45 days of receipt of the request and without undue delay. If we need to extend this period, we will notify you of the delay and explain the reasonably necessary justifications for our delay.

We will provide responses to your requests free of charge unless certain exclusions apply, depending on the state in which you reside.

Appealing a Rights Request Decision

If you are a resident of Colorado, Connecticut, or Virginia, and we deny or reject your request to exercise your applicable consumer privacy rights, you may appeal our decision. When this happens, we will send you an email informing you of our decision. The email will include a link that you can access in order to initiate the appeals process. legal@saltlakeis.com

We will inform you in writing within 45 days of any action taken or not taken in response to the appeal. We will also provide a written explanation of the reasons for our decisions regarding your request(s).

Verification

To ensure the protection of your personal information, we may need to verify that the individual submitting a request is the consumer to whom the request relates prior to processing the request, or an authorized agent. To verify a consumer's identity, we may request up to three pieces of personal information about you to compare against our records when you make a request.

Making a verifiable consumer request does not require you to create an account with us. However, we may require that you access a previously existing account where necessary to submit the request.

We will only use personal information provided in your request to verify your identity and will delete any information you provide after processing the request. We reserve the right to take additional steps as necessary to verify the identity of consumers where we have reason to believe a request is fraudulent.

You may choose a person or business that you authorize to act on your behalf to submit your requests ("Consumer Authorized Agent"). If you choose to use a Consumer Authorized Agent, we require that you provide the Consumer Authorized Agent with written permission to allow them to submit your request and that you verify your identity directly with us. Failure to do so may result in us denying your request.

5. Advertising and Marketing Choice

We respect your rights in how your personal information is used and shared. If at any time you would like to unsubscribe from receiving future emails, you can email us at https://saltlakeis.com/unsubscribe or follow the instructions at the bottom of each email, and we will promptly remove you from marketing correspondence. Please note, however, that we may still need to contact you regarding other matters.

6. How Long Is Your Personal Information Kept

We will retain your personal information until the personal information is no longer necessary to accomplish the purpose for which it was provided. We may retain your personal information for longer periods for specific purposes to the extent that we are obliged to do so in accordance with applicable laws and regulations, to protect you, other people, and us from fraud, abuse, an unauthorized access, as necessary to protect our legal rights, or for certain business requirements.

We will delete your personal information when it is no longer necessary for the purpose for which it was collected, or upon your request, subject to exceptions as discussed in this Statement or under applicable law, contract, or regulation.

We will retain any biometric information until (and request service providers that may have access to biometric information, destroy such data) when the first of the following occurs:

- The initial purpose for collecting or obtaining such biometric information has been satisfied, such as the identity of the individual has been verified; or
- Within 3 years of your last interaction with us.

If legal obligations require us to retain biometric information for longer than the above, we will destroy such data not later than the first anniversary of the date the data is no longer required to be maintained by law.

7. Our Commitment to Data Security

The Company will use appropriate security measures to protect your information from unauthorized access, disclosure, alteration, or destruction. This includes sensitive information such as social security number, date of birth, and credit cardholder data, in a secure, controlled environment. However, we cannot and do not guarantee complete security, as it does not exist on the Internet.

If you have a security or privacy matter to report, please get in touch with us by email at, service@saltlakeis.com or by calling our hotline 1-877-279-2837.

8. Third Party Links

Our Services may contain links to third-party websites. When we provide links, we do so only as a convenience, and we are not responsible for any content of any third-party website or any links contained within. It is important to note that this Statement only applies to Salt Lake Iron & Steel Ltd. Co.'s Services. We are not responsible and assume no responsibility for any personal information collected, stored, or used by any third party as a result of you visiting third-party websites. We also advise that you carefully read the privacy notice of any third-party websites you choose to visit.

9. Children's Privacy

Protecting the privacy of the very young is especially important. Our Services are not intended for children under 18 years of age, and we do not knowingly collect personal information from children under 18. In the event that we learn that we have collected personal information from a child under age 18 without verification or parental consent, we

will immediately delete that information. If you believe that we might have any information from or about a child under 18, please contact us using the information provided in the "Contact Us" section below.

10. Policy Changes

This Statement may change from time to time. If we need to change this Statement at some point in the future, we will post any changes on this page. If we make a significant or material change to this Statement we will notify you via email. You should check these terms when you use the Site. Your continued use of the Site constitutes acceptance of the most current version of this Statement.

11. Contact Us

If you have any questions about this Privacy Policy, please contact us by email at, legal@saltlakeis.com, via phone at 1-877-279-2837, or through the contact us form available on our website and by clicking here.