

## Introduction

This privacy policy ("Policy") outlines how we collect, use, disclose, and protect the personal information of our customers. By accessing and using our website and providing your personal information, you consent to the terms of this Policy. We are committed to protecting your privacy and ensuring the confidentiality of your personal information.

## 2. Information We Collect

- a. Personal Information: We may collect personal information, such as your name, email address, shipping address, billing address, phone number, and payment information when you place an order on our website.
- b. Usage Information: We may collect non-personal information about your interactions with our website, such as your IP address, browser type, operating system, and referring website.

## 3. Use of Information

- a. We use your personal information to process your orders, fulfill your requests, and provide customer support.
- b. We may use your personal information to send you marketing communications about our products, promotions, and events. You can opt out of receiving these communications at any time.
- c. We may use non-personal information for analytical purposes, to improve our website and services, and to customize your experience.

## 4. Sharing of Information

- a. We may share your personal information with third-party service providers who assist us in operating our website, processing payments, and delivering orders.
- b. We may disclose your personal information if required by law or to protect our rights, property, or safety, or the rights, property, or safety of others.
- c. We do not sell, rent, or trade your personal information to third parties for marketing purposes.

## 5. Security

- a. We take reasonable measures to protect the security of your personal information. However, no method of transmission over the internet or electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.
- b. We retain your personal information for as long as necessary to fulfill the purposes outlined in this Policy, unless a longer retention period is required or permitted by law.

## 6. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of these websites before providing any personal information.

## 7. Children's Privacy

Our website is not intended for children under the age of 13. We do not knowingly collect

personal information from children under the age of 13. If we become aware that we have collected personal information from a child under the age of 13 without parental consent, we will take steps to remove the information from our systems.

#### 8. Updates to this Policy

We may update this Policy from time to time. The updated Policy will be posted on our website with the effective date. We encourage you to review this Policy periodically to stay informed about our privacy practices.

#### 9. Contact Us

If you have any questions or concerns about this Policy or our privacy practices, please contact us at [tbuie@pmaengraving.com](mailto:tbuie@pmaengraving.com) (<mailto:tbuie@pmaengraving.com>).

### TERMS AND CONDITIONS

#### 1. Acceptance of Terms and Conditions

By accessing and using our website and purchasing our products and services, you agree to be bound by these terms and conditions. If you do not agree with any part of these terms, you may not use our website or purchase our products and services.

#### 2. Products and Services

a. We offer a range of products and services for sale on our website. The descriptions, images, and prices of these products and services are subject to change without notice.

b. We make every effort to provide accurate and up-to-date information about our products and services. However, we do not warrant the accuracy, completeness, or reliability of any information on our website.

c. We reserve the right to limit the quantities of any products or services that we offer. All purchases are subject to availability.

#### 3. Pricing and Payment

a. The prices of our products and services are listed on our website and are in US dollars, unless otherwise stated.

b. All payments must be made in full at the time of purchase. We accept various payment methods, as specified on our website.

c. In the event of a pricing error, we reserve the right to cancel any orders placed at the incorrect price. We will notify you of the cancellation and provide a refund if payment has been made.

#### 4. Shipping and Delivery

a. We offer shipping services for our physical products. Shipping costs and estimated delivery times are specified on our website.

b. We will make every effort to deliver your order within the estimated timeframe. However, we are not responsible for any delays or damages caused by the shipping carrier.

#### 5. Intellectual Property

a. All content on our website, including text, images, logos, and graphics, is protected by

intellectual property laws and is the property of our company.

b. You may not use, reproduce, or distribute any content from our website without our prior written consent.

#### 6. Limitation of Liability

a. We are not liable for any damages, whether direct, indirect, incidental, or consequential, arising from the use of our website or the purchase of our products and services.

b. Our liability is limited to the extent permitted by law.

#### 7. Governing Law and Jurisdiction

a. These terms and conditions are governed by the laws of the state of Missouri. Any legal action or proceeding arising out of or relating to these terms shall be filed in the state or federal courts located in Missouri.

#### 8. Modifications to Terms and Conditions

We reserve the right to modify these terms and conditions at any time without prior notice. Any changes will be effective immediately upon posting on our website.

#### RETURN AND REFUND POLICY

##### Return and Refund Policy

Last updated: January 30, 2024

Thank you for shopping at PMA Engraving.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns. This Return and Refund Policy has been created with the help of the Return and Refund Policy Generator (<https://www.termsfeed.com/return-refund-policy-generator/>).

The following terms are applicable for any products that You purchased with Us.

##### Interpretation and Definitions

##### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

##### Definitions

For the purposes of this Return and Refund Policy:

- Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to PMA Engraving P.O. Box 1007 Saint Robert, Mo. 65584 . Goods refer to the items offered for sale on the Service.

- Orders mean a request by You to purchase Goods from Us.
- Service refers to the Website.
- Website refers to PMA Engraving, accessible

from <http://pmaengraving.com/> (<http://pmaengraving.com/>)

- You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

#### Your Order Cancellation Rights

You are entitled to cancel Your Order within 14 days without giving any reason for doing so. The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By email [tbuie@pmaengraving.com](mailto:tbuie@pmaengraving.com) (<mailto:tbuie@pmaengraving.com>)

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

#### Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days
- The Goods are in the original packaging

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded. This exclusion may not apply to You if it is not permitted by applicable law.

#### Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. You should send the

Goods at the following address:

300 historic Route 66 Waynesville, Mo 65583

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

#### Gifts

If the Goods were marked as a gift when purchased and then shipped directly to you, You'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to You.

If the Goods weren't marked as a gift when purchased, or the gift giver had the Order shipped to themselves to give it to You later, We will send the refund to the gift giver.

#### Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: [tbuie@pmaengraving.com](mailto:tbuie@pmaengraving.com) (<mailto:tbuie@pmaengraving.com>)

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Privacy Policy (<https://pmaengraving.com/privacy-policy>)

Policies And Terms (<https://pmaengraving.com/policies-and-terms>)

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