

Shipping Policy

All items listed as (free shipping) will be shipped for free within the 48 continental United States. The free shipping is by UPS Ground or Priority Mail, at our option.

Free shipping does not apply to shipments to Alaska, Hawaii, or outside of the United States.

Our clocks will normally be shipped within 7 business days of receipt of order, and will be delivered approximately 3-10 business days after that (in the continental US). Howard Miller Grandfather clocks usually take 2 to 4 weeks for delivery. If there will be a delay in shipping, we will notify you, and give you the option of canceling your order. Expedited delivery is available at extra charge. If you have questions, please e-mail us. PENNSYLVANIA sales will be charged 6% sales tax.

Return Policy

We strongly recommend keeping the original shipping box(es). If you choose not to retain the original box(es), you will be responsible for obtaining a box(es) and packing material should any warranty or non-warranty issues arise.

If your order is damaged in shipping it is important that you keep the original box for freight claims. If you notice that the box is damaged or missing any parts, please contact Kauffman's immediately.

Should you need to return an item, contact Kauffman's for a return goods authorization (RGA) and shipping instructions. Items shipped back without the Return Goods Authorization will not be credited. Simply ship the item(s) back to us within 7 days of receiving and we'll exchange the item, or give you store credit to be used at a later date. You are responsible for the shipping charges on all returns and exchanges.

All items considered for exchange or store credit must be returned in "as new" condition, complete with all packaging materials in the original box and free of non-factory writing, stickers and address labels and packed inside another shipping box.

All items returned must be insured for the purchased price.

The original receipt must accompany all merchandise to be considered for return.

All returns are subject to inspection and we reserve the right to refuse any damaged merchandise.

All 8-day windup mechanical clocks (keywound) may have to be adjusted to keep correct time as per instructions. It is the responsibility of the owner to adjust the clock. If the owner can not properly adjust the clock for correct timekeeping, call Kauffman's for further instructions.

Warranty Policy

Kauffman's offers an extended 2 year warranty on all clocks purchased from us, *excluding Rhythm Clocks which have a 1 year warranty.*

Clocks can be brought in to our shop for warranty work (free of charge) or shipped to us.

In the event of an extended warranty claim, we will pay for any repair your time piece may need. If your clock has to be returned for repairs, it must be properly packaged and protected to insure safe delivery to our store.

The customer is responsible for shipping charges if they cannot bring the clock to our shop.

The maximum credit for a wall or mantel clock repair is \$ 50.00 if the clock is not returned to our store. The maximum credit for a grandfather clock repair is \$75.00.

Only 1 extended warranty claim per customer / timepiece.

Privacy Policy

We have developed this disclaimer and privacy statement to demonstrate our commitment to maintaining your privacy. The following discloses our practices and policies.

Description of Information Collected and Stored

Two types of information will be collected from website visitors. The first is known as statistical information. The second is known as personal information.

Statistical Information Collection

Statistical information can include the number of pages you visit, the specific pages you view, how long you browse our website etc. Statistical information is only collected in the aggregate, and is not used to specifically identify a particular website visitor. The statistical information we collect is used internally to improve our website, sales copy or other aspects of our marketing campaigns.

Personal Information Collection

Personal information includes a visitor's name, address, telephone number, email address, credit card information or other information that specifically identifies the visitor. Personal information is ONLY collected when a visitor specifically initiates communication with us. This information may be collected via a website signup form, catalog request form, email communication, contest entry or website sale. The information you provide is completely voluntary and will NOT be sold, leased or shared with companies or individuals outside of our company without your consent.

Treatment of Information Collected

When we collect personal information it is used to fulfill the web visitor's specific request - contact the customer who has asked for additional information about our products or services, or to complete an entry into a contest or promotion.

In addition, you may receive email from time to time notifying you of special deals, offers and other news. If you decide you want to stop these emails just click on the unsubscribe link and fill out the form. No more notices will be sent to you.

If you supply us with your postal address on-line you may receive periodic mailings from us with information on new products and services or upcoming events. If you do not wish to receive such mailings, please let us know by sending email to us at the above address.

Persons who supply us with their telephone numbers on-line may receive telephone contact from us with information regarding orders they have placed on-line. They also may receive telephone contact from us with information regarding new products and services or upcoming events. If you do not wish to receive such telephone calls, please let us know by sending email to us at the above address. Please provide us with your correct phone number.

In the case where a purchase is made, all information is recorded securely by our servers to ensure your complete privacy and safety. Information collected during the purchase process is used to process the order and then discarded from our servers. The information collected may be captured into a database or contact management system in order to keep accurate records of past invoices and will be used internally for customer service purposes only.

Weblinking

In some cases, links to other products, services or resources may be featured on our site. These links may or may not include third party vendors who have paid us to advertise on our site. We are not responsible for the policies and actions of the sites to which we link. Please investigate these sites thoroughly before utilizing them.

We reserve the right change this privacy policy at any time. All changes will be posted on this site immediately so that everyone is aware of them. Please check this notice from time to time to ensure you have the latest information.