

## **PRIVACY POLICY**

*We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone."*

## **SECURITY POLICY**

*Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet."*

## **REFUND POLICY**

*All refunds will be provided as a credit to the credit card used at the time of purchase within five (5) business days upon receipt of the returned merchandise.*

## **CANCELLATION POLICY**

*ServSafe Manager class – If you need to cancel your registration, you must contact our office no later than 10 days prior to your scheduled class and your book and exam sheet must be returned in order to be issued a refund. If you cancel with less than 10 days prior, you may reschedule your class for a \$75.00 charge.*

*All other classes and events - Other classes and events must be cancelled at least 3 working days prior to event in order to receive a refund. You will be invoiced for "pay at door" events if we do not receive a cancellation notice at least 3 working days prior to event.*

## **SHIPPING POLICY**

*Please be assured that your items will ship out within two days of purchase. We determine the most efficient shipping carrier for your order. The carriers that may be used are: U.S. Postal Service (USPS), United Parcel Service (UPS) or FedEx.*

*If you're trying to estimate when a package will be delivered, please note the following: Credit card authorization and verification must be received prior to processing. Federal Express and UPS deliveries occur Monday through Friday, excluding holidays.*