

# **Block Drug Stores and Vision Care Policy for On-Line Customers:**

## **PRIVACY POLICY:**

How we collect and use the consumers personal data. 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. Your information if collected will only be used to improve our services to you the customer.

## **SECURITY POLICY**

Our company uses the Heartland Payment Center, which insures us 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**

Block Drug Store and Block's Vision Care offers offer 30 Money Back Guarantee on almost every product we offer. Open bottles of vitamins, supplements and homeopathic remedies packages are not returnable, unless the manufacture authorizes a return. Please call customer service at 800-000-0000, in advance to obtain an RMA number (Return Merchandise Authorization) within 30 days of purchase date.

## **Shipping Policy/Delivery Policy**

In most cases, you item will be sent with 5 business 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. Sorry but we cannot ship to P.O. Boxes. 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.

*If you require express or 2 day shipping, please call us at 303.477.3361 for charges.*

**SHIPPING AND HANDLING COSTS: (unless noted free deliver, all other items have shipping cost and handling cost).**

*PLEASE NOTE: Out of state orders WILL NOT be charged sales tax. In state orders will be charged 7.8% sales tax*