

CB-FLOW COMPREHENSIVE TERMS AND CONDITIONS

1. Terms of Sale

Product Descriptions: CB-Flow offers protective covers for industrial valve switches used in fire control and fire suppression systems. These covers are designed to prevent unauthorized access to the valve switches. Detailed product specifications are available on our website.

Pricing and Payment Terms: All prices are listed in USD and are subject to change without notice. Payment methods accepted include major credit cards and other payment options as indicated on our website. Applicable taxes and shipping fees will be added to the total purchase price at checkout.

Order Process: To place an order, add the desired items to your shopping cart and proceed to checkout. Review your order carefully before submitting it. You will receive an order confirmation via email once your order is placed.

Shipping and Delivery: We may offer various shipping options, which could be displayed at checkout. Delivery times vary based on the shipping method selected. We are not responsible for delays caused by the shipping carrier.

Risk of Loss: The risk of loss or damage to the products passes to the buyer upon delivery to the shipping carrier.

Cancellation Policy: Orders can be canceled before they are shipped. To cancel an order, contact our customer service team as soon as possible. Once an order has been shipped, it cannot be canceled, but it can be returned in accordance with our return policy.

Books by J. Randall: Prior to placing an order for book(s) written by J. Randall, we strongly recommend a thorough review of the website “hopeangelofsouls.com” to learn about the narratives of the books and the writer prior to purchase.

2. Warranty Information

Warranty Coverage: CB-Flow warrants that our protective covers are free from defects in materials and workmanship under normal use for a period of one year from the date of purchase.

Warranty Period: The warranty period is one year from the date of purchase. There are no warranties in place for the books by J. Randall.

Exclusions: This warranty does not cover damage caused by misuse, abuse, accidents, unauthorized modifications, or improper installation.

Claim Process: To make a warranty claim, contact our customer service team with your order number and a description of the issue. We may require you to return the defective product for inspection. If the product is found to be defective, we will repair or replace it at our discretion.

3. Return and Refund Policy

Eligibility: If you are not satisfied with your purchase, you can return it within 30 days of the order date. The product must be in its original condition and packaging.

Process: To initiate a return, contact our customer service team to obtain a return authorization. Once you have the authorization, ship the product back to us at the address provided. You are responsible for the return shipping costs unless the return is due to a defect in quality.

Refunds: Once we receive the returned product, we will inspect it and issue a full refund for the purchase price. Shipping charges are non-refundable unless the return is due to a defect in quality. Orders over 30 days old may be returned at our discretion and may be subject to a 25% restocking fee.

Books by J. Randall: There are no refunds for books purchased. All sales final.

Exceptions: Custom orders and clearance items are not eligible for return.

4. Privacy Notice

Information Collection: We collect personal information that you provide to us, such as your name, address, phone number, and payment information. We also collect automatic information, such as your IP address and browsing behavior, through the use of cookies.

Use of Information: We use your information to process orders, respond to inquiries, improve our website, and communicate with you about our products and services. We may also use your information for marketing purposes, but you can opt out of marketing communications at any time.

Sharing of Information: We do not share your personal information with third parties except as necessary to complete your transaction, comply with legal obligations, or protect our rights.

Data Security: We use industry-standard security measures, including SSL encryption, to protect your personal information during transmission. However, no method of transmission over the internet or electronic storage is 100% secure.

User Rights: You have the right to access, correct, or delete your personal information. To exercise these rights, contact our customer service team.

Conditions of Use, Notices, and Revisions: By using our website, you agree to our terms and conditions and privacy policy. We may update these documents from time to time, and we will notify you of any significant changes. Your continued use of our website constitutes acceptance of the updated terms.

Contact Information: For any questions or concerns regarding our terms of sale, warranty information, return and refund policy, or privacy notice, please contact us at:

CB-Flow
ATTN: Customer Support
4863 Ennels Road
Hurlock, MD 21643
Email: randy@cbflow.com
Phone: **410-867-8717**

By providing this comprehensive document, we aim to ensure transparency and build trust with our customers, enhancing their overall experience with CB-Flow.