



South Texas Lighthouse for the Blind

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Legal Notice

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South Texas Lighthouse for the Blind reserves the right to amend, change or alter prices at any time and for any applicable and lawful reason that the company may see fit, and is not responsible for any typographical or photographic errors that may occur.



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Privacy Info

Information Collection and Use

Information Collection

1StoreSolutions™ is the sole owner of the information collected on 1StoreSolutions™. 1StoreSolutions™ may collect information from our users at several different points on our Web site.

Registration

Registration at 1StoreSolutions™ is optional. Registration makes it more convenient to order by storing information that you need to complete your order. During registration you provide contact information such as your name and email address. We use this information to contact you about services on our site for which you have expressed interest. It is optional for you to provide unique identifiers such as username and password, but encouraged so we can provide a more personalized experience on our site.

Order

We request information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, the information is used to contact you.

Information Use

Profile

We store information that is collected in cookies and data files that we keep on individual users. Consequently, collected information is tied to the user's personally identifiable information to provide online customer services and improve the content of the site for the user. We do not share your profile with other third parties.

Cookies

A cookie is a piece of data stored on the user's computer tied to information about the user. Usage of a cookie is in no way linked to any personally identifiable information while on our site. We use both session ID cookies and persistent cookies. For the session ID cookie, once users close the browser, the cookie simply terminates. A persistent cookie is a small text file stored on the user's hard drive for an extended period of time. Persistent cookies can be removed by following Internet browser help file directions.

By setting a cookie on our site, users would not have to login more than once, thereby saving time while on our site. If users reject the cookie, they may still use our site, but the shopping cart feature will not work.

Log Files

Like most standard Web site servers we use log files to provide site usage statistics. This basic information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyze trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information.



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Communications from the Site

Order Confirmation

We send an order confirmation to each customer upon completion of the checkout process. This form is sent as a courtesy to our customers and may be used as proof of order.

Order Status

If there are any shipping/delivery or payment issues, an email may be sent to notify the customer of these problems.

Customer Service

We communicate with users on a regular basis to provide requested services and in regards to issues relating to their account we reply via email or phone, in accordance with the user's wishes.

Sharing

Legal Disclaimer

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our Web site.

We DO NOT Share Personal Information with Third Parties.

Third Party Intermediaries

We may use outside shipping companies, suppliers, and credit card processing company to process order transactions. These companies do not share or use personally identifiable information for any secondary purposes.

Links

This Web site contains links to other sites. Please be aware that we, *1StoreSolutions™*, are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information. This privacy statement applies solely to information collected by this Web site.



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Security

This Web site takes every precaution to protect our users' information. When users submit sensitive information via the Web site, their information is protected both online and off-line.

Data Encryption

When our registration/order form asks users to enter sensitive information (such as credit card number and/or social security number), that information is encrypted and is protected with the best encryption software in the industry, SSL.

Secure Socket Layer (SSL) Encryption

While on a secure page that uses SSL, such as our order form, the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, when viewing an unsecured page. As a user, you may click on the lock while viewing a secured page to verify the SSL certificate.

Site Verification

As a user, you may click on our VeriSign™ Secure Site seal to verify the authenticity of the site you are visiting. This seal should be visible on all pages, secure and un-secure, on the *1StoreSolutions*™ web site.

Location Security

While we use SSL and data encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Furthermore, all employees are kept up-to-date on our security and privacy practices. Any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our users' information is protected. Finally, the servers that store personally identifiable information are in a secure environment, in a locked facility.

E-mail Security Warning

E-mail communication enjoys none of the above security measures. Please do not use email to send us your credit card information. Email communication is not secure. We take security very seriously and have made every effort to make shopping at our website safe. If users have any questions about the security at our Web site, users can send an email to Customer Service at: CustomerService@1storesolutions.com.

Correcting/Updating/Deleting/Deactivating Personal Information

If a user's personally identifiable information changes (such as zip code, phone, email or postal address), we provide a way to correct or update users' personally identifiable information. This can be done at the "Edit Account Information" page that is available after logging-in. Or, contact us at the contact information listed below.

Notification of Changes

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected.

Contact Information

If users have any questions or concerns regarding our privacy policy, please contact us at:

Phone: (888) 255-8011 ext 380
Fax: (704) 234-0492
Email: Support@1storesolutions.com



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Shipping:

All orders are shipped free of charge and delivered within 2 – 4 business days ARO unless special shipping instructions are requested.

Any special shipping instructions requested by the customer may incur additional charges based on the requirements requested

Product Guarantee & Return Policy

Your satisfaction is our goal, *1StoreSolutions*™ carries a 30-day satisfaction guarantee and if for any reason you are not completely satisfied with your purchased product, you may return it within 30 days of the purchase date for a full refund or exchange. Items must be returned in new and sellable condition, in the original packaging with all parts and literature, including warranties and instructions. The item must also include a copy of the original invoice. Items received that do not meet these conditions will be returned. Shipping and handling charges are non-refundable for returns unless the item is defective. After 30 days, contact the manufacturer for warranty information.

Furniture

All orders of furniture that do not meet with your satisfaction may be subject to additional terms and conditions for return. There may also be restocking fees applied based on manufacturers requirements

Specialty Items

All orders of specialty items (i.e. Stamps) that do not meet with your satisfaction may be subject to additional terms and conditions for return. There may also be restocking fees applied based on manufacturers requirements.

To request a return of an item to *1StoreSolutions™*, call Customer Service at 1-888-255-8011 ext 316 for a Return Authorization (RA) Number. Proof of purchase may be required before return request is processed



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