

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. All pages on this website that transmit sensitive data use SSL encryption.

Delivery Policy

Orders placed after 2:00pm EST will be shipped the following business day, subject to weather-related delays or other causes beyond our reasonable control. Orders will not be shipped or delivered on Saturdays, Sundays, or holidays. UPS and FedEx will not deliver to PO Boxes and your package will be returned to us. There is no guarantee on timing of US Postal Services deliveries because these packages cannot be tracked.

Return Policy

Refund policy - All gift card sales are final – No refunds.

Privacy Policy

General

We are committed to protecting your privacy. This privacy policy explains what information we collect about users of our web site and describes how we will use it. Our web site contains links to other sites which are outside our control and are not covered by this privacy policy. If you access other sites using the links provided, your information may be used by the operators of those sites in accordance with their privacy policy, which may differ from ours.

What information do we collect?

We collect information from you when you fill out a form. When contacting us through our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, or phone number.

What do we do with the information we collect?

- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To send periodic emails. The email address you provide may be used to send you information and updates pertaining to your inquiry, in addition to receiving occasional company news, updates, related product or service information, etc.

Marketing

For those who have registered for a service, product, or newsletter, we may use your information to notify you regarding relevant information. We may contact you by email. If at any time, you decide you no longer want to be contacted by us or to receive information, please contact us and we will remove you from our mailing list.

Disclosures of your information

We will not sell, trade, or rent information about you to others.

What about cookies?

“Cookies” are small pieces of information that are stored on your computer’s hard drive by your browser. We use cookies to simplify the login process. Our cookies do not contain any personally identifiable information. Most browsers allow you to turn off the cookie function. If you want to know how to do this, please look at the help menu on your browser. Allow your browser to accept cookies if you would like to use the functionality of this site.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Your Consent

By using our site, you consent to our online privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us at marketing@rootedhg.com.

Have Questions?

If you have any questions or comments regarding this policy, feel free to contact us at marketing@rootedhg.com.