

## PRIVACY STATEMENT

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### SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.

### SECTION 2 - CONSENT

How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How do I withdraw my consent?

If you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at [help@truegridpaver.com](mailto:help@truegridpaver.com) or mailing us at: TRUEGRID 2500 Summer Street, Houston, TX, 77008, United States

### SECTION 3 - DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

### SECTION 4 - ONLINE STORE

Woocommerce-

Our store is hosted on Woocommerce Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.



True to your project. True to the environment.

Your data is stored through WooCommerce data storage, databases and the general WooCommerce application. They store your data on a secure server behind a firewall.

Paypal-

If you choose a direct payment gateway to complete your purchase, then Paypal stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

For more insight, you may also want to read Paypal's [Paypal User Agreement](#) here or [Privacy Statement](#) here.

## SECTION 5 - THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in different jurisdictions than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

## Links

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

## SECTION 6 - SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

## COOKIES

TRUEGRID may use cookies to gather information about your interaction with our website. You may turn off cookies by adjusting the privacy settings within your browser. Adjusting your browser privacy settings may limit the functionality or usability of websites.

## SECTION 7 - AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

## SECTION 8 - CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at [help@truegridpaver.com](mailto:help@truegridpaver.com) or by mail at TRUEGRID

[Re: Privacy Compliance Officer]

[2500 Summer Street, Houston, TX, 77008, United States]

## PRODUCT WARRANTY

TRUEGRID comes with an industry-best ten (10) year warranty for workmanship and manufacturer's defects from the date of purchase. Check the installation contractor for installation warranty. TRUEGRID does not directly provide construction or installation services and does not warranty installation.

## PRODUCT DAMAGED IN TRANSIT

Product damaged in transit should be photographed when received and photos emailed to our customer service department at [office@truegridpaver.com](mailto:office@truegridpaver.com). A disposition for return or replacement of damaged product will be made as well as replacement of the damaged items.

## SHIPPING POLICY

TRUEGRID pricing includes free shipping for quantities over 3 boxes from the shopping cart. For orders fewer than 4 boxes, shipping costs are stated on the shopping cart and added to the order. Direct call pricing is quoted delivered F.O.B. destination.

Shopping cart orders are shipped within 2 business days, excluding national holidays and weekends. Many orders ship the same or next day but this is not guaranteed.

Ground shipping takes 4 to 5 days to deliver in most areas.

Shipping times are only estimates and not guaranteed. We guarantee our best effort to get your order to you as soon as possible but cannot control occasional weather delays, inventory shortages, shipping carrier delays and other factors.

## TAXES IN THE US

TRUEGRID will automatically charge and withhold the applicable sales taxes for orders to be delivered within Texas. For orders shipped to other states, you are solely responsible for all sales taxes or other taxes. For organizations that qualify to purchase tax-free, please contact our Customer Service department. You will be asked to provide proof of your tax-exempt status and all products must be purchased under this tax exempt organizations name and paid for by the organization. Individuals are not considered to be exempt by the State of Texas.