

S.H.I.E.L.D. TECH LLC

PRIVACY POLICY

SHIELD Tech is committed to preserving the privacy of users of our web sites. Any information about you that we collect is used purely to improve the services we offer to you, and to make our web site's content and services easier to use and more appropriate to you. We may use this information, with your permission, to contact you with information about updates to our web site or other marketing information. SHIELD Tech does not sell, trade, or rent any information about specific customers to third parties for marketing purposes.

Web Site Security:

Certain areas of the SHIELD Tech websites including, but not limited to, the Dealer Section, require registration and are password protected. Information obtained from users of these areas may also be used for SHIELD Tech's marketing purposes. SHIELD Tech provides a right of access and rectification of personal data under the applicable legislation.

Your usage of SHIELD Tech's web site may be tracked to help us continue to improve the site, for problem solving purposes, or as a part of an aggregate profile of usage of the site. Your individual usage information will not be shared with outside parties.

Anti-Spam Policy:

SHIELD Tech, is vehemently opposed to unsolicited bulk email, aka spam. We do not send emails to anyone without permission and we do not sell or provide email addresses to any unauthorized third party. We hate spam as much as you do. While we cannot prevent spam, if you think you have received an unsolicited email from us, please contact our Privacy Department at info@shieldtechllc.com and we will investigate.

Cookies:

Cookies are small text files sent by a web site to the user's browser that are stored on the user's hard drive. In order to improve performance and support registration and customization of certain web applications, portions of our site use cookies. SHIELD Tech does not use cookies to examine your computer.

Clear Gifs:

A clear gif is a small graphic file (1x1 pixels) that is included in the web page being displayed. By virtue of its existence on specific pages, SHIELD Tech can acquire additional information on how visitors who have received a targeted promotional campaign are making use of the SHIELD Tech's website. SHIELD Tech shares this information with a reputable third-party marketing company for the purpose of targeting future campaigns and upgrading visitor information used in reporting statistics.

Third Parties:

Sections of shieldtechllc.com website include transactions hosted by third parties. When you leave shieldtechllc.com to visit or use one of these sites, information identifying you as a SHIELD Tech customer is passed to the third party. Secure Socket Layer (SSL) privacy protocol is used to insure your transaction privacy. SHIELD Tech is not responsible or liable for the independent privacy

policies of third party sites.

Passwords:

It is your responsibility to ensure that your user ID and password are secure. If you choose the Remember Password option to streamline the login process, your login information will be stored on your system and anyone with access to it can use your SHIELD Tech web services. SHIELD Tech employees do not have access to your password.

Consent:

Your use of the SHIELD Tech's web site signifies your acceptance of SHIELD Tech's Privacy Policy. SHIELD Tech reserves the right to modify, add, or remove portions of this policy at its discretion at any time. Please check back frequently to be informed of any changes.

Changes in practices:

This Privacy Policy may change from time to time, and any changes will be posted here. If we materially change our privacy practices to permit us to share more information about you than we stated we would share, or to permit disclosures of information about you to additional types of parties, we will take reasonable measures to inform you of these changes in advance. You will then have a reasonable opportunity to change your opt-out preference.

Contact:

If you have questions about our Privacy Policy or its application, please write to us at: SHIELD Tech, 7715 Mainland Dr., Suite 115, San Antonio, TX 78250 USA, Attention: IT Dept., or e-mail us at info@shieldtechllc.com.

RETURN/REFUND POLICY

Within 30 days of purchase, a product can be returned or exchanged with the original receipt, invoice, packing slip or email confirmation. If a refund is requested, the purchase price of the products will be refunded, less shipping. The products must be in the same new, resalable condition with the original tags in place, as was received by the customer.

In the event of an exchange, we will return the product; however, the customer will pay the shipping if it is the fault of the customer. If there is a return due to a manufacture's defect, then SHIELD Tech will pay the shipping to replace the product.

After 30 days, products can be returned for exchange or credit only, at the discretion of SHIELD Tech. SHIELD Tech will not take back any misused or damaged merchandise. If the product looks used or tampered with it will not be replaced.

WARRANTY

The warranty for all photochromic visors is 2 years. The warranty for all other products is 1 year, unless specified otherwise. This does not cover personal damage of any kind.

SHIPPING METHOD AND TIMING

Our preferred shipper is UPS. The primary method of shipping will be UPS Ground with a normal shipping time of 3-5 business days. For US territories, Canada and EU countries, USPS will be the primary method of shipping. Shipping times will vary based on the destination. Other options that are available domestically from UPS are 3rd and 2nd Day Select, Next Day Air A.M., and Next Day Air Saver (additional fees will apply). At the customer's request other carriers can be used and we also ship collect and third party billing, with a valid shipping account.

Orders place before 1pm CST will usually ship the same day. Most orders will normally ship the following business day. Due to unforeseen circumstances, sometimes shipping of orders can be delayed up to two business days.

This policy and all other policies are subject to change at the discretion of SHIELD Tech without notice

