

Brutzman's, Inc. Privacy Policy

Ensuring Maximum Confidentiality and Privacy

At Brutzman's, Inc., we place great value on your privacy and its protection. We believe the issue of privacy and security of information forms the core of our online relationship with you and every customer who purchases our products and services via our Website. Our objective is to ensure that maximum confidentiality and privacy is maintained at all times and to the greatest degree possible. Following is an overview of our Privacy Policy and how information about you, your company and your account is collected, managed and protected.

- We will *never* give or sell personal or confidential information about you, your company or your account to any third party not affiliated with your transaction except as required by law, or necessary to provide the services requested by you, or as requested and authorized by you to do so.
- We will make your personal information available to those individuals, business partners and third parties who must have access to it in order to meet your needs.
- We will employ security technologies to protect your personal information from disclosure or theft.
- We will provide the means for you to maintain control over your personal information and its removal from our database.

If you ever feel that Brutzman's, Inc. is not adhering to a strict Privacy Policy or is in some way compromising the integrity or security of your personally identifiable information, please contact [Kathy Brutzman-Webber](#).

How We Collect and Use Information About You and Your Account

To best meet your needs and provide the highest possible level of customer service, we need information. When you register with Brutzman's, Inc., browse our Online Catalog, place an Online Order, or otherwise access our Website, we collect and store information including your name, title, company, shipping and billing addresses, phone number, fax number, email address, login ID, password, product selections, credit or other payment information, Uniform Resource Locator (URL), Internet Protocol (IP) address, and other demographic and profile data necessary to enable our business relationship. This information has only one purpose — to assist us in providing you with high quality, efficient and personalized services while making your use of our Website faster and easier. We use the information collected only for the purposes of registering you as a Brutzman's, Inc. customer, enabling you to access secure areas of our Website, processing and fulfilling your orders, informing you of your order status, and certain other functions. This information is strictly confidential and is shared only among those people and entities that require it in order to meet your business needs.

You are responsible for protecting information and systems on your premises. Some information about your company and your packages may be stored in shipping systems located on your premises. If you are concerned about the security of information in these systems you should secure it by activating passwords and using physical access controls. When these systems

(hardware and software) are provided by Brutzman's, Inc., we provide tools to facilitate these efforts to safeguard your information.

Security — Your Secrets Are Safe With Us

Through the use of tools such as secure servers, passwords, firewalls, Secure Socket Layers (SSL), encryption and security software, your personally identifiable information is safeguarded to the maximum extent possible. We take every measure necessary to ensure that your information, including credit transactions and order fulfillment activity, is protected from loss, misuse, alteration or theft while under our control — both online and offline. Example: while on a secure page, such as our Order Form, you'll note a security message at the bottom of the screen in Web browsers such as Microsoft Internet Explorer and Netscape Navigator. This means that all information and activity is secure from outside observation or access. If you have specific questions about security on the Brutzman's, Inc. Website, please send an email to kathy.webber@brutzmans.com.

Email and Your Opt-Out Option

From time to time, we may send you email messages about new products or services, site updates, special offers and promotions, or other information of special interest to you. However, if you prefer to ease your email load or just aren't interested in the information, you can opt-out of our email program by simply following the "unsubscribe" instructions contained in each email message.

Correcting, Updating or Deleting Your Personal Information

From time to time, it may become necessary for you to alter the personally identifiable information we have about you or your account (a new zip code, phone number, title, etc.). We have established simple ways for you to correct, update or remove your personal data. This can be accomplished online at our Website by clicking on "Contact Us" and filling out the new profile form provided. In the comments area, state the need to update or delete your personal file. For modifications to your account setup, contact a Customer Service Representative

Refund Policy

We offer a 30 Day Money Back guarantee on almost every product we offer. Please call customer service at 800-421-8881 or send us an e-mail at your.info@brutzmans.com, in advance to obtain a Return Authorization number within 30 days of the purchase date.

Shipping/ Delivery Policy

At Brutzman's we strive to ship all orders within 48 hours. Orders in our local delivery area are delivered by our delivery drivers. Orders in other areas are shipped via UPS. If you need expedited shipping please give customer service a call at 800-421-8881.