

Policies and Information:

Privacy Policy

Effective Date: April 12, 2024

This Privacy Policy ("Policy") applies to SecureHomeDeliveries.com, and SECURE HOME DELIVERIES ("Company") and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to the Company include SecureHomeDeliveries.com. The Company's website is a Transactional/eCommerce site. By using the Company website, you consent to the data practices described in this statement.

Collection of your Personal Information

In order to better provide you with products and services offered on our Site, the Company may collect personally identifiable information, such as your:

- First and last name
- Mailing address
- Email address
- Phone number

If you purchase the Company's products and services, we integrate with Stripe (a third-party payment processor), to collect billing and credit card information. This information is used to complete the purchase transaction. We do not govern how Stripe handles confidential data and we encourage our users to visit Stripe's website for a copy of their privacy policy.

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services. These may include: (a) registering for an account; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

Use of your Personal Information

The Company collects and uses your personal information:

- to operate the Site and deliver the services you have requested
- to provide you with information, products, or services that you request from us
- to process your transactions and manage orders
- to provide customer support and respond to your inquiries
- to communicate with you regarding your order and deliver information related to our products and services
- to provide you with notices about your account
- to carry out the Company's obligations and enforce our rights arising from any contracts entered between
- to notify you about changes to our SecureHomeDeliveries.com or any products or services we offer or provide
- in any other way we may describe when you provide the information
- for any other purpose with your consent.

The Company may also use your personally identifiable information to inform you of other products or services available from the Company and its affiliates.

Sharing Information with Third Parties

The Company does not sell, rent, or lease its customer lists to third parties.

The Company may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, phone number) is transferred to the third party. The Company may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to the Company, and they are required to maintain the confidentiality of your information.

The Company may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on the Company or the site; (b) protect and defend the rights or property of the Company; and/or (c) act under exigent circumstances to protect the personal safety of users of the Company, or the public..

Opt-Out of Disclosure of Personal Information to Third Parties

In connection with any personal information we may disclose to a third party for a business purpose, you have the right to know:

-The categories of personal information that we disclosed about you for a business purpose.

You have the right under the California Consumer Privacy Act of 2018 (CCPA) and certain other privacy and data protection laws, as applicable, to opt out of the disclosure of your personal information. To exercise this right, please email us at:

contact@securehomedeliveries.com

Automatically Collected Information

The Company may automatically collect information about your computer hardware and software. This information can include your IP address, browser type, domain names, access times, and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding the use of the Company's website.

Links

This website contains links to other sites. Please be aware that we are not responsible for the content or 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 any other site that collects personally identifiable information.

Security of your Personal Information

The Company takes precautions to secure your personal information from unauthorized access, use, or disclosure. We ensure that your personal data is protected using methods such as SSL protocol encryption. Furthermore, we rely on third-party service providers for the physical security of our computer hardware and for the security of payment processing activities. We believe that their security procedures adequately safeguard your information.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet that are beyond our control; and (b) the security, integrity, and privacy of any and all information and data exchanged between you and us through this site cannot be guaranteed.

Right to Deletion

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, and provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

To request deletion, please contact us using the information at the end of this policy.

Children Under Thirteen

Our Company does not knowingly collect personally identifiable information from children under the age of 13. Our website is not designed to be used by children under the age of 13, if you are under the age of 13, you must ask your parent or guardian for permission to use this website.

Opt Out and Unsubscribe from Third-Party Communications

We respect your privacy and give you an opportunity to opt out of receiving announcements of certain information. Users may opt out of receiving any or all communications from third-party partners of the Company by contacting us via email at contact@SecureHomeDeliveries.com.

Email Communications

From time to time, the Company may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

External Data Storage Sites

We may store your data on servers provided by third-party hosting vendors with whom we have contracted.

Changes to This Statement

The Company reserves the right to modify this Policy at any time. When we make changes that could significantly affect the way we process your personal information, we will notify you by sending an email to the primary email address specified in your account and/or by placing a prominent notice on our site. We encourage you to periodically review this Policy to stay informed about how we are protecting the personal information we collect. Your continued use of the website and/or services available after such modifications will constitute your acknowledgment of the modified Policy and your agreement to abide and be bound by the modified Policy.

Contact Information

The Company welcomes your questions or comments regarding this Policy. If you believe that the Company has not adhered to this Policy, please contact us at:

Email Address: contact@SecureHomeDeliveries.com

Company Policies:

Shipping Policies and Procedures

Nearly all orders are shipped within 24-48 business hours. In the event that we are out of stock, we will notify you by email or phone if the delay prior to shipping is expected to exceed 5 working days. If you are in a particular hurry, we suggest you Chat with us at SecureHomeDeliveries.com, email us at contact@securehomedeliveries.com or call us at (520) 261-9669 between 8 am and 4 pm Pacific time Monday through Friday and discuss your delivery needs. Please remember that we cannot guarantee shipping dates or arrival dates.

International Shipping

International customers are responsible for any import and Customs fees, duties and taxes.

Our Return Policy

If you are not satisfied with your purchase for any reason, please email contact@securehomedeliveries.com or call us at (520) 261-9669 to submit a request for a Return Merchandise Authorization (RMA) Number; custom built products cannot be returned, nor may you return a Package Portal that has been obviously installed or used. We ask that you retain the original box to return the product. This must be within 30 days of receipt. We expect return goods to be in original, resalable condition within 30 days of receipt for a full refund. All refunds will amount to the cost of the purchase, NOT including the original shipping charges. The cost of your return shipping label will also be deducted from your refund. We process returns weekly except for holidays and generally expect that returns are processed by the 3-5 business days after receipt.

For International orders, the recipient is responsible for return shipping costs. Due to international banking regulations all product returns must be received by SecureHomeDeliveries.com within 100 days of placing the order. You must contact us for a Return Merchandise Authorization number and ship to address.

If a product is returned with missing parts, with weather-strip attached, scratched "used" portions and so on may be refused for return or the return amount may be reduced by the labor and parts needed to make the product like new. If we need to refurbish your returned product, your refund may be delayed.

For items shipped from SecureHomeDeliveries.com directly, any products returned after 30 days, but no later than 60 days, there will be a 15% restocking fee.

Please note that you may not return an item that has been built 'custom' for you. Nor may you return a Package Portal that has been obviously installed or used.

In a case where SecureHomeDeliveries.com has not charged ground shipping on the product, the original shipping charge will be deducted from the refund in case of a return.

Call us at (520) 261-9669 for help before you decide to give up on your Package Portal. There are many tips, tricks and techniques that we can help you with to get a satisfactory result to an installation problem. Or you can email your question to contact@securehomedeliveries.com.

Installation and Use Disclaimer of Liability

Installation: The customer is responsible for the installation of the Package Portal as per the installation resources provided by the Company. While the Package Portal is designed

to fit most standard short-panel garage doors, the Company does not guarantee that the product will be suitable for all garage door types and models. The Company is not responsible for any improper installation or modifications made to the product by the customer or a third party.

Damage: The Company is not liable for any direct, indirect, incidental, or consequential damages that may result from the use, misuse, or inability to use the product, including but not limited to damages to your garage door, the property contained therein, or any surrounding structures.

Professional Installation: We strongly recommend that the installation of the Package Portal be carried out by a qualified professional. Failure to install the product properly may result in product or garage door malfunction or serious injury.

Product Use: The customer agrees to use the Package Portal as intended and follow all safety guidelines provided by the Company. The Company is not liable for any damage, loss, or injury resulting from the use, misuse or improper installation of the product.

Limitation of Liability: To the maximum extent permitted by law, the Company's total liability under any claim arising out of or relating to the purchase or use of the Package Portal shall not exceed the purchase price of the product. The Company shall not be liable for any special, incidental, consequential, or indirect damages, however caused, on any theory of liability, and whether or not the Company has been advised of the possibility of such damages. Any and all implied warranties are expressly disclaimed and of no force or effect. These warranties include, but are not limited to, the implied warranties of merchantability, implied fitness for any intended purpose, and any warranties under the California Song-Beverly Consumer Act. The Company will not be liable for any unintended or accidental usage, misuse, abuse, criminal conduct, water intrusion, acts of god, damages or injuries occurring or accruing from the use of this product.