

WEST METRO FIRE PROTECTION DISTRICT E-COMMERCE REFUND/RETURN POLICY

Product Return Policy

If you are dissatisfied for any reason with a tangible product purchased from West Metro Fire Rescue, you may return any unused merchandise to West Metro Fire Rescue name within 30 days of purchase for a full refund. Products kept over 30 days without a return request are considered final. Customers are responsible for the cost of return shipping. Products being returned must be in NEW condition and in the original factory packaging, if applicable. West Metro Fire Rescue will cover the cost for shipping to replace items that were shipped incorrectly. If there are any questions about returns, feel free to contact West Metro Fire Rescue at 303-989-4307 or email us at jganzel@westmetrofire.org to process a return.

Cancellation policy

Orders must be cancelled within 48 hours of ship date to qualify for a refund.

Shipping policy

All items are shipped USPS Priority Mail (unless requested otherwise by cardholder) within 72 hours of your purchase. In the event that an item is out of stock or backordered, we will refund any credit card charges within 72 hours. We do not ship over the weekend. Purchases may be delivered to your address or to one or many recipients.

Customer Care

West Metro Fire Rescue's Finance Division is available at 303-989-4307, ext. 519.

Personal Information

West Metro Fire Rescue only collects personal information when you request our services and only uses the information collected to provide those services for you. If you choose to make a purchase, you will be asked to provide contact information (such as your name and shipping address) and financial information (such as your credit card number and expiration date). This information is used for billing purposes and to process your order. West Metro Fire Rescue handles all of this data with the utmost confidentiality. Personal information related to ambulance services is protected by law.

Third Parties

Any personal information provided will not be traded, rented, sold or otherwise shared with anyone outside of West Metro Fire Rescue, or used for reasons beyond those contemplated in this statement. From time to time, we may engage third parties to process your information on our behalf; however, none of West Metro Fire Rescue's affiliates (such as our credit card company) have permission to retain, share, store or use personal information for any reason other than providing the requested service.

Security

To prevent unauthorized access, disclosure and improper use of your information, we have established appropriate physical, electronic, and managerial safeguards to protect the information we collect in accordance with our privacy policy.

AGREEMENT BETWEEN USER AND WEST METRO FIRE RESCUE

The network of West Metro Fire Rescue, operated by West Metro Fire Protection District, is comprised of various websites and web pages. The West Metro Fire Protection District's services and products are offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of the West Metro Fire Rescue Web Site constitutes your agreement to all such terms, conditions, and notices. Your use of a particular West Metro Fire Rescue website included within the West Metro Fire Protection District websites network may also be subject to additional terms outlined elsewhere on westmetorifer.org. Additionally, the West Metro Fire Rescue websites may themselves contain additional terms that govern particular features or offers. In the event that any of the terms, conditions, and notices contained herein conflict with the Additional Terms or other terms and guidelines contained within any particular West Metro Fire Protection District website, then these terms shall control.

PLEASE READ THE FOLLOWING TERMS OF USE AND DISCLAIMERS CAREFULLY BEFORE USING THIS WEB SITE (this "Site").

By accessing or using this Site, you agree to these terms of use, conditions and all applicable laws. If you do not agree to these terms you may not use this Site.

MODIFICATION OF THESE TERMS OF USE

West Metro Fire Rescue reserves the right to change the terms, conditions, and notices under which the West Metro Fire Rescue Web Sites are offered, including but not limited to the charges associated with the use of the West Metro Fire Rescue Web Sites. You are responsible for regularly reviewing these terms and conditions.

USE OF SITE, PERSONAL AND NON-COMMERCIAL USE LIMITATION

Unless otherwise specified, the West Metro Fire Protection District websites are for your personal and noncommercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products or services obtained from the West Metro Fire Protection District websites. You may display and, subject to any expressly stated restrictions or limitations relating to specific material, electronically copy, download and print hard copy portions of the material from the different areas of the Site solely for your own non-commercial use, or to place an order with West Metro Fire Rescue or to purchase West Metro Fire Rescue products. Any other use of materials on this Site, including but not limited to the modification, reproduction, distribution, republication, display or transmission of the content of this Site, without prior written permission of West Metro Fire Rescue is strictly prohibited.

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Impersonation of others, including a West Metro Fire Rescue employee, host, or representative or other members or visitors on the Site is prohibited. You may not upload to, distribute, or otherwise publish through the Site any content which is libelous, defamatory, obscene, threatening, invasive of privacy or publicity rights, abusive, illegal, or otherwise objectionable, or which may constitute or encourage a criminal offense, violate the rights of any party or otherwise give rise to liability or violate any law. You may not upload commercial content on the Site or use the Site to solicit others to join or become members of any other commercial online service or other organization.

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