

Clairmont Farms Policy Summary

PRIVACY POLICY:

We respect and are committed to protecting your privacy. We will not sell your personally identifiable information to anyone.

SECURITY POLICY

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

REFUND POLICY

We offer 30 Money Back Guarantee on almost every product we offer. Please email customer service at info@clairmontfarms.com or call us at 805.688.7505, in advance to obtain an RMA number (Return Merchandise Authorization) within 30 days of purchase date. All refunds will be provided as a credit to the credit card used at the time of purchase within five (5) business days upon receipt of the returned merchandise.

Shipping Policy/Delivery Policy

Please be assured that your in-stock items will ship out within three days of purchase. We determine the most efficient shipping carrier for your order. The carriers that may be used are: U.S. Postal Service (USPS), United Parcel Service (UPS) or FedEx. Sorry but we cannot ship to P.O. Boxes. If you're trying to estimate when a package will be delivered, please note the following: Credit card authorization and verification must be received prior to processing.

Federal Express and UPS deliveries occur Monday through Friday, excluding holidays. If you require express or 2 day shipping, please call us at 805.688.7505 for charges.

PLEASE NOTE: Out of state orders WILL NOT be charged sales tax. In state orders will be charged 8.25% sales tax.