



Policies

Privacy Policy

Privacy Statement

For each visitor to our Web page, our Web server automatically recognizes no information regarding the domain or e-mail address. We collect the e-mail address of those who communicate with us via e-mail, aggregate information on what pages consumers' access or visit, user specific information on what pages consumers' access or visit and information volunteered by the consumer, such as survey information and/or site registrations.

The information we collect is used for internal review and is then discarded, used to improve the content of our Web page, used to customize the content and/or layout of our page for individual consumer and used by us to contact consumers for marketing purposes.

If you do not want to receive e-mail from us in the future, please let us know by sending an e-mail, calling or writing, and telling us that you do not want to receive e-mail from our company.

Terms of Use Statement

You understand and agree that the owners of this site shall not be liable for any direct, indirect, incidental, consequential or exemplary damages, including but not limited to, damages for loss of profits, data or other intangible losses (even if the owners of this site have been advised of the possibility of such damages), resulting from the use or the inability to use the product(s) and or service(s) or any misuse of the product(s) and or service(s) in a manner not in accordance with their intended use.

Shipping Rates and Policies

Shipping Policy

- **BunkHeaters.com** ships all orders UPS. Every product we ship is packed according to shipping standards and insured for the value of the product. Since we ship according to standards all shipping claims will be brought directly to UPS. Please contact us with any questions regarding this. See Shipping Damages for more information.
- All orders shipped within Ohio State are subject to 6.75% State Sales Tax which will be automatically calculated into your grand total.
- We strive to ship our products within 1-2 business days. If an order is placed early in a business day it usually ships out same day. If a partial order is shipped separately or back-ordered you will be e-mailed with additional tracking numbers or notified of the back-order date and when the item is expected to ship.
- Orders will not be processed on weekends or holidays.

- As soon as your product has been shipped you will be sent an e-mail containing the tracking number. You can also track your shipping in order tracking on our website. This will allow you to track your product quickly and easily over the Internet or by phone.

Refund Policy:

We will refund the purchase price (not including shipping & handling) for any item returned that does not meet your expectations as long as the item has not been damaged due to normal use.

Shipping Damages:

- All products are inspected before being shipped, but damages may occur during shipping. If product is received damaged, it must be reported to the shipping company – usually UPS or USPS – within 24 hours. **All boxes and packing material must be saved.** It is possible that the shipping company may want to inspect these materials. Please notify us of the damage after you have reported the claim to the shipping company. Upon receiving credit from the carrier, the product will be re-shipped.
- Of course if the incorrect product is shipped, or the product is defective, we will correct it.

Sales Tax:

Ohio – 6.75%