

Delivery Policy

We attempt to promptly ship products ordered. Generally, orders placed Monday-Friday before 12 PM EST will begin processing within twenty-four (24) hours, excluding holidays, and will ship within seventy-two (72) hours, in all cases pending availability and credit verification. All orders placed after 12 PM EST will generally begin processing the next business day, and ship within seventy-two (72) hours of when processing begins. Generally, orders placed on Friday after 12 PM EST will begin processing on the following Monday. We typically use USPS 2 day shipping on most items. Larger items will be shipped the most economical way possible. Please note that these processing and shipping provisions are only general guidelines, and we cannot ensure that the time frames noted will be met all the time.

Return Policy

We want you to be completely satisfied with your purchase. In the event that you are unhappy with your purchase, you may return the item(s) for a refund or exchange for a different item.

To make a return, please call 1-800-955-5737 to our customer service team. All returns must be postmarked within fifteen (15) days of your receipt of the ordered merchandise. Item(s) must be in original unused condition, undelivered packages, or returns postmarked after fifteen (15) days of your receipt of the order, will all be subject to a 20% restocking fee, or delivery may be refused and the merchandise returned to sender. Returns made after thirty (30) days of receipt will NOT be accepted.

Returns must be sent via U.S. Postal Service, FedEx, or UPS only. Return packages MUST be insured for the full retail value of the merchandise. Trade-Wind does not accept damaged merchandise. NO REFUNDS WILL BE ISSUED FOR MERCHANDISE RETURNED IN A USED OR DAMAGED CONDITION. Pack returns with adequate protective padding and materials, as merchandise damaged from improper packaging or otherwise will not be accepted. Any requests for damaged merchandise in connection with insurance claims you may make must be accompanied by a pre-paid, self-addressed electronic USPS label.

Shipping and handling charges are non-refundable, and customer is responsible for return shipping costs.

If you are entitled to a refund, your refund will be credited back to your original method of payment within 10-15 business days of receipt, except during and after holiday season, during which time return processing may take up to fifteen (15) business days. If you wish to make an exchange, you will have to place a new, separate order (unless you are exchanging damaged merchandise for replacement merchandise). Any return or exchange that does not meet the above criteria will not be accepted.

Trade-Wind inspects all merchandise for defects and damage prior to shipment. However, it is the responsibility of you the buyer to check the product promptly upon its arrival to make sure it is free of any defects. Goods damaged due to buyers' use and/or negligence will not be accepted for refund. Trade-Wind is not liable for any damages in the event that merchandise

you receive from us is not of the type advertised. If you receive such merchandise, you may return it so long as you comply with all of the return policies Trade-Wind.

Our Privacy Statement:

We neither sell nor share your information with outside companies or third parties. When you purchase from our online store, we collect your name, billing and shipping addresses, phone number, e-mail address, and credit card information. You provide this information so we can process and ship your order. We respect your privacy by not selling or sharing this information.

Security Policy – Safeguarding Information

The information you provide to the Trade-Wind web site covered by this policy is protected in transit by using a network protocol called Secure Sockets Layer (SSL). SSL is the industry standard technology for secure online transactions. Transactions are processed only from secure browsers. These browsers encrypt the information sent using SSL, which scrambles the data to make it extremely difficult for anyone who intercepts the information to read it. Trade-Wind has contracted with an internet commerce transaction service vendor with the goal of protecting our customers' personal and financial information. Transmissions from this vendor to credit card processors also are encrypted and sent via dedicated leased private circuits. In addition, the computers housing the data are protected by physical security measures, including more than one level of locked access. REMINDER: In the event of an unauthorized use of your credit or debit card, you must promptly notify the card issuer pursuant to its reporting rules and procedures.

To minimize the risk of loss and/or additional expenses that could occur from compromised cardholder information, Trade-Wind merchants WILL NOT retain any of the following information electronically:

- Credit Card number
- Credit Card expiration date number in the magnetic stripe
- Security Code (CVV2/CVC2 number)
- Service Code -3 or 4 digit

The protection of your personal information is important to Trade-Wind, and as a result, we do not accept payment via email. Trade-Wind protects against unauthorized disclosures by limiting access only to those of our employees who need the information to do their jobs.