

## **PRIVACY POLICY**

Chi Epsilon values its customers and members greatly and wants to make sure that all who use the Web Store know that we take your privacy very seriously.

### **INFORMATION COLLECTED:**

The information kept is name, address, telephone number, email address. We do NOT store our customers 3 digit credit card security codes anywhere on our servers at any time.

This information is never sold nor provided to any third party at any time, except where required to comply with applicable Federal or State law.

### **HOW LONG IS THE INFORMATION KEPT?**

The information that you, the consumer inputs, is kept perpetually unless you request this information be deleted from our server. This information is kept in this manner to make your next purchase a more enjoyable experience by not having to continually input it each and every time you make a purchase. This information is also kept to help improve the online experience through web site enhancements.

### **HOW IS THIS INFORMATION PROTECTED?**

The information is protected via the use of 128/256 bit encryption technologies. We also have the advantage of the additional protection provided by having our server installed behind a secure firewalled, network. This network is monitored 24 hours a day, 7 days a week, 365 days per year via the University of Texas higher education system.

### **HOW ARE THE ITEMS SHIPPED AND BY WHAT METHOD?**

The majority of the items are shipped within 24-48 hours of your order being received and are shipped via USPS. Other items, such as jewelry may take up to 6 weeks from our vendor and are shipped USPS or UPS ground.

### **REFUND POLICY:**

A refund is given if a purchaser is not a member of Chi Epsilon (this determined by the national office via our database).

A refund is given if a purchaser has clearly made a duplicate order; and only after the national office has made a determination of such by sending an email to the customer for verification of said duplicate order.

### **RETURN POLICY:**

The purchaser must contact the national office via phone call to 1-800-553-0554 or via [email](#) to report a damaged item. Then and only then can we honor a return and/or replacement of the damaged item.